

Home Care Services

Supporting older people and younger people with a disability to be more independent at home and in the community.

Programs:

- Commonwealth Home and Community Care Program
- Queensland Community Care Services
- Veterans' Home Care Program

Services:

- Domestic Assistance
- Social Support
- Personal Care
- Respite Care
- Home Maintenance
- Transport
- Counseling / Support, Information and Advocacy

Contact Us:

The Support Centre
130 Queen St, Ayr
PO Box 815, Ayr 4807

Phone: 07 4783 3744

Fax: 07 4783 3990

**Monday to Friday
9.00am to 4.00pm**

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Client Satisfaction Surveys 2013

As I write this newsletter we are in the midst of the final preparations for Seniors Week 2013 activities.

Seniors week this year is all about 'A life well lived and much more to come... timeless', this is no more evident than the last line on the poster advertising seniors week on my door talking about learning Facebook in your 70's.

Our more recent seniors (over the age of 50 years) bring with them a whole new technological challenge for service providers. They have the knowledge and ability to communicate in a new way, so our challenge is to provide a little bit of everything. So to this end we have started putting our newsletter on the BCA website. As a service we are definitely looking at new ways to interact and provide information to you and also our employees.

It is also that time of year again when I ask for feedback on how we as a service are performing. This year we have mailed the satisfaction survey and also a questionnaire to all our clients. The inclusion of a reply paid envelop will allow you to respond to us without having to remember to give it to one of our employees and not having to buy a stamp. It is really important that you as the client have the confidence to provide us with honest and constructive feedback. If you have any issues with completing this paperwork please feel free to have a family member assist you or contact the office on 4783 3744. As a

thank-you gift you will also find a pen and magnet enclosed in the envelope from us.

Any concerns or issues you raise will be discussed with you and be dealt with confidentially if requested.

Helen Newton (Manager)

Respite Cottage

Commonwealth Respite and Carelink Centre (CRCC) would like to remind community members of their Respite Cottage. The cottage is a fully furnished 2 bedroom independent living unit at Garden Settlement, Pallarenda.

The purpose of the cottage is to provide respite to carers. The cottage can be used by the carer or the recipient. Following assessment of the Carer/Recipient need, CRCC will provide full use of the cottage to the carer to enable them to have a break from the caring role and refresh.

The Cottage is available for aged care, mental health and disability clients. The cottage is equipped with private bathroom, laundry and kitchen facilities. Meals can also be purchased from Garden Settlement and eaten in the dinning room or taken back to the cottage.

For assessments and more information regarding the use of the cottage please contact CRCC on 1800 052 222

New services for you

eHealth.gov.au

A personally controlled eHealth record is a secure online summary of your health information. You control what goes into it and who is allowed to access it.

Your eHealth record allows you and your doctors, hospitals and other healthcare providers to view and share your health information to provide you with the best possible care.

An eHealth record gives you more control over your health information than ever before, placing you at the centre of Australia's health system. Want to know more? Visit the [eHealth record Learning Centre](#), look at [frequently asked questions](#), or find out about [privacy and security](#).

People seeking health care in Australia can now register for a personally controlled electronic health (eHealth) record.

Registering for an eHealth record will help you take control of your health and your health information.

As the system grows it will also give the doctors, nurses and other healthcare professionals involved in your care the information they need to make the best decisions about your health needs.

What is an eHealth record?

Every time you visit a healthcare professional, or a hospital or other medical facility, important information about your health is created and stored at that location. Currently it is hard to access and share this information with the health professionals involved with your care. An eHealth record is an electronic record that contains a summary of your health information. You can add information to it and you can allow healthcare professionals to view this information and to add new information.

Discover how an eHealth record is created, what it contains, how you can use one and how it is kept safe.

myagedcare.gov.au

The My Aged Care website has been established by the Australian Government (Department of Health and Ageing) to help you navigate the aged care system. The Gateway is part of the 10 year *Living*

Longer Living Better aged care reform package designed to give people more choice, more control and easier access to a full range of aged care services.

You can find more information about these and other improvements to Australia's aged care system on the website, as well as information about the aged care workforce and a glossary of definitions that may help you to understand any unfamiliar terms that you come across while finding out more about aged care.

My Aged Care is made up of this website and a national Contact Centre. Together they can provide you with information on aged care, whether for yourself, a family member, friend or someone you're caring for.

The Contact Centre can be phoned on 1800 200 422 between 8.00 am and 8.00 pm on weekdays and between 10.00 am and 2.00 pm on Saturdays.

You can expect staff to be polite, helpful and knowledgeable and to provide:

- prompt, reliable and confidential services
- clear information, which can be made available, in other languages if you speak another language
- in other formats if you have hearing difficulties or a vision impairment
- help to find Government-funded aged care services
- prompt resolution of any complaint or concern you have with My Aged Care.

mydisabilitycare.gov.au

DisabilityCare Australia is the national disability insurance scheme - a new way of providing community linking and individualised support for people with permanent and significant disability, their families and carers.

DisabilityCare Australia is an independent statutory agency, whose role is to implement the national disability insurance scheme, which will support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers.

DisabilityCare Australia will mean peace of mind for every Australian, for anyone who has or might

New services for you cont.

acquire a disability.

The priority of the scheme is to ensure people with disability continue to get the support they need. The changes that are required to existing disability support systems are significant. Arrangements are being put in place to ensure the scheme can be introduced gradually, ensuring a smooth transition for people with disability and support providers. From 1 July 2013, the first stage of the Scheme will begin to rollout in South Australia, Tasmania, the Barwon area of Victoria and the Hunter area in New South Wales. The ACT and NT will join the launch in July 2014. From July 2016, DisabilityCare Australia will progressively roll out in Queensland and by July 2019, all eligible Queensland residents will be covered.

Staff are currently talking to people and providers in the launch sites about what they need to do to be prepared for the rollout of the scheme.

Home Care Services aims:

- To provide a comprehensive, coordinated and integrated range of basic maintenance and support services for frail aged people, younger people with a disability and their carers;
- To support eligible people to be more independent at home and in the community, thereby enhancing their quality of life and/or preventing their inappropriate admission to long term residential care; and
- To provide flexible, timely services that respond to the needs of consumers.

Groups to join in the Burdekin Cuppa Club

The Cuppa Club meets at the Uniting Church hall in Ayr every second Wednesday

Phone Eleanor 4783 3493

Burdekin Woodcraft Association Inc.

The Burdekin Woodcraft Association meets at Little Drysdale Street on the second Thursday of every month at 7.30 pm.

Phone Ruth on 4783 5732

Date savers for this quarter

BCA Annual General Meeting

You are invited to the BCA's 2012-2013
Annual General Meeting
on Tuesday 24th September
at the Home Hill Memorial Hall

Your invitation will follow closer to the date

Diabetes Expo

This years Diabetes Expo will be held on the 9th
October at the Ayr Showgrounds

Keep an eye out for the feature in the local paper for
more information closer to the date

Home Care Services Client Christmas Party

The BCA Home Care Services
Client Christmas Party 2013 will be held on
Monday 2nd December at 12.00 noon

Your invitation will follow closer to the date



HOPE TO SEE YOU THERE

Training of our employees

Training is very important and all levels within our service undertake some type of training.

There are certain training all our employees must undertake when providing services to clients. The main one is first aid which needs to be refreshed every twelve (12) months and renewed every three (3) years.

For bus drivers this includes transport accreditation which provides them with additional knowledge and skills to handle most situations. Bus drivers also undertake defensive driving every two (2) years.

Home Care Services—Our Priority

Please note that Home Care Services clients who receive basic subsidised Domestic Assistance covers cleaning the bathroom, toilet and sweeping/mopping or vacuuming of the main living areas and the clients' bedroom. The cleaning of spare bedrooms, family rooms, enclosed patios etc are considered extras and may be done time permitting on alternative visits.

Rooms occupied by other family members are considered to be spare bedrooms and we cannot guarantee that they will be cleaned as a part of your basic Home Care Services. Priority of rooms can be negotiated with the Home Care Services Manager.

Rights and Responsibilities

As the service provider we have the *right*:

- to suspend or terminate our services if you request us to do so (e.g. you go on holidays); you stay with family or friends, enter hospital or residential care; you become ineligible or unable to access our services due to your priority rating; you fail to comply with your obligations
- to suspend your services for a period of up to six weeks before being ceased if you do not advise our office that you will not be home for your service on three occasions over a six month period
- to change employees (permanently or temporarily) or have them accompanied by other employees;

- to visit your home from time to time in order to monitor the quality and performance of services provided to you;
- not to perform any services that are in breach of the Workplace Health and Safety Act or breach any condition of employment with BCA;
- not provide services to you on public holidays and services may not be available for a period of up to two weeks over Christmas and New Year holidays;
- reschedule the services provided to you;
- not assure your service will be rescheduled at your request;
- not provide the services to you at all or in part if you do not comply with Your Responsibilities

BCA Home Care Services Transport

Phone - 4783 7015

***picked up and returned to your home
in a wheelchair accessible bus***

MONDAY to FRIDAY - LOCAL AREAS

(Ayr, Home Hill, Brandon, Giru) \$8.00 return

Bookings are essential - with 24 hours notice

BCA Home Care Services is supported by funding from the:

- Australian Government under the Commonwealth HACC Program
- Queensland Government (Community Care)

We are also a contracted service provider for Veterans' Home Care (an Australian Government Initiative)