



Home Support Program *Information Guide*



City of
Norwood
Payneham
& St Peters

The City of Norwood Payneham & St Peters Home Support Program enables the Council to provide support services to the frail older and younger disabled members of the community and their carers.

The Home Support Program has been designed to work in partnership with clients and carers, to help frail older members of the community stay in their own homes and to promote independence.

If you are unable to read or understand this brochure and would like assistance to interpret or translate it, please contact the City of Norwood Payneham & St Peters on (08) 8366 4555.

Korean

이 책자를 읽거나 이해하는데 어려움이 있어서, 번역 및 통역사의 도움을 받고 싶으시다면, 노우드 페인햄 & 세인트 피터즈시 (08) 8366 4555번으로 연락바랍니다.

Italian

Se non siete in grado di leggere o di capire quest'opuscolo e desiderate farvi aiutare da un interprete o da un traduttore, siete pregati di contattare il Comune di Norwood Payneham & St Peters al numero (08) 8366 4555.

Greek

Εάν δεν είστε σε θέση να διαβάσετε ή να κατανοήσετε αυτό το φυλλάδιο και θα θέλατε βοήθεια για την διερμηνεία ή την μετάφραση, παρακαλούμε επικοινωνήστε με το δήμου του Norwood Payneham & St Peters στο (08) 8366 4555.

Traditional Chinese

如果您對閱讀或理解該手冊內容有任何困難，需要口譯或者翻譯上的幫助，請致電聯繫諾伍德佩恩聖彼得市政府，電話：(08) 8366 4555

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Home Support Program

The range of services available includes:

- *home maintenance & modification;*
- *cleaning services;*
- *transport services;*
- *health & fitness programs; and*
- *social programs designed to improve social connection and quality of life.*

Please contact 8366 4611 for all services.

Home Support Program Eligibility

The Council's Home Support program is designed to assist residents over the age of 65 and their Carers to live independently in the community.

Eligibility Criteria

The Council's Home Support Program is designed to assist residents to live independently in the community including:

- residents over the age of 65 years with moderate or severe disabilities;
- the carers of these people.

Specific services may have additional criteria and waiting lists which may apply.

Older residents (i.e. aged 65 years of age, or 50 years and over for Aboriginal and Torres Strait Islanders) who need assistance with daily living and would like to access services from the

Council's Home Support Program, must first register with the My Aged Care contact centre.

Please note that My Aged Care may refer you to a Regional Assessment Service so your needs and goals can be properly explored and services co-ordinated.

When requesting Council services, ask for the City of Norwood Payneham & St Peters as your preferred service provider.

Once the Council receives the referral from My Aged Care, a Home Support Officer will contact you to discuss the service requested.

My Aged Care can be contacted on 1800 200 422.

Cleaning Services

Both short and long term cleaning services are available to eligible residents.

Our cleaning services provides a basic service of up to 2 hours per fortnight for residents who need assistance either on a short or long term basis.

Please note that a cancellation fee will be charged if a person fails to provide notice (48hours) to reschedule or cancel a service..

Cleaning services include:

- Sweeping floors.
- Vacuuming carpets with a standard vacuum cleaner.
- Mopping floors.
- Wiping down bench tops in kitchen and bathroom.

- Wiping down bathroom tiles and shower screen.
- Cleaning of toilet.
- Changing bed linen.
- Laundry (hanging only).
- Dusting (only if time permits).

Cleaning services do not include:

- Window cleaning (this is a separate service).
- Sweeping outdoor areas.
- Taking down curtains.
- Cleaning fans or exhaust fans.
- Cleaning walls.
- Cleaning fridges or ovens.
- Turning mattresses or moving furniture.
- Disposing/cleaning of animal excrement.
- Any task where climbing is required.

Home Maintenance & Modifications

The Home Maintenance service assists with minor maintenance and repair work of an essential nature.

This service is available for residents who are unable to perform these tasks themselves due to frailty or disability.

The Home Maintenance service includes:

- Window cleaning (once per calendar year).
- Gutter cleaning (4 hours per calendar year).
- Minor repairs (replace light globes, smoke detector batteries, washers and taps).
- Minor carpentry repairs.
- Minor fence repairs.
- Removal of minor green waste.

- Minor tree cutting and low level garden tidies (5 hours per calendar year).
- Re-potting plants.
- Taking curtains down and rehanging them.
- Assistance with hard rubbish e.g. taking rubbish from home to kerb.

The Home Maintenance service does not include:

- Maintenance on properties that are not the primary residence (i.e. rental or investment properties).
- Removal or trimming of trees over four meters in height, trees on neighbouring properties or trees entangled in high voltage wiring.



- Removal of asbestos.
- Lawn mowing or hand weeding.
- Repairs or replacement of boundary fencing.
- Laying vermin baits/poisons.
- Repair of household electrical goods or major electrical works.
- Major plumbing jobs.
- House painting.
- Replacement of roofing iron, tiles or guttering.
- Fumigation or assessing for white ants.
- Packing or removing furniture or used carpet.
- Removal of hard rubbish.

- Removal of wasp nests, bees, cats, dogs or possums.
- Any jobs deemed unsafe.

Safety and Security Home Modifications

- Installation of grab rails and bannisters.
- Installation of hand held showers.
- Installation of ramps and steps.
- Installation of key safes.
- Installation of magnetic catches.



City of Norwich
Provolone
& St Peter's

Peter

COMMUNITY BUS

Transport Services

Door to door transport is available to residents who no longer drive and are unable to access public transport.

Community Bus Shopping Services

Wednesday – Tea Tree Plaza/ Burnside Village

A monthly transport service to browse the shops for retail and maybe enjoy a meal. Note: This isn't a grocery shopping service.

Thursday – Marden Shopping Centre

A morning service is available for residents who live in Glynde, Payneham, Royston Park, Marden and Felixstow.

Friday – The Parade, Norwood

A morning service is available for residents who live in Kent Town, Norwood, Kensington, Marryatville and Heathpool.

Car Shopping Services

For residents who are unable to access the Council's Community Bus, the Council can provide car transportation for the following services.

- Transport to local supermarket.
- Escorted shopping.
- A shopping list, where shopping is completed by a support worker on the resident's behalf.

The transport service is available on a weekly or fortnightly basis. All shopping and account paying services are offered within the City of Norwood Payneham & St Peters.

Social Programs

Excursions

Our Excursions Program offers two group options. Lunch Bunch is a relaxed outing for those who prefer shorter walks, with lunch booked at a café, bakery or hotel to enjoy a meal and conversation. Out and About suits people with good mobility who enjoy exploring places on foot. Most excursions run 4–6 hours with convenient door-to-door transport.

Day: Tuesdays once per month from 9.30am.

Lunch at the Pub

Enjoy a delicious meal at one of the local hotels within the City of Norwood Payneham & St Peters. This is a wonderful opportunity to meet people and spend a few hours in a relaxed and welcoming environment.

Day: Mondays, twice a month from 12pm.

Transport is available to eligible residents who no longer drive.

Stepping Out

Helping older people reconnect with their community through friendly, relaxed social activities. Participants are matched with a council volunteer who shares similar interests. Together you can chat, explore hobbies, get out and about, or simply enjoy good company. An easy way to stay active, discover new interests and build meaningful friendships.

Costs associated with the program only apply if the activity has expenses associated with it (i.e. costs of entry or materials). You will only need to pay for your own expenses.



Health & Fitness Programs

Strength & Balance Class

A qualified fitness instructor provides a structured program of strength and balance techniques.

The program can be modified taking into consideration the individual needs of the participant. Classes are available weekly.

Venue: Payneham Community Centre, 374 Payneham Road, Payneham

Time: Monday 1.30pm–2.30pm
or
Thursday 10.30am–11.30am

Payment

Payment for Home Support Program services can be made by:

Phone

Please call to speak with one of the Councils Customer Services staff on 8366 4555. Please have your Visa or Mastercard ready.

Website

Payments can be made on the internet via the eSecure section on the City of Norwood Payneham & St Peters website, www.npsp.sa.gov.au

Post

Cheques can be made payable to 'City of Norwood Payneham & St Peters' and cross 'Not Negotiable'.

BPay

Payment can be made on the internet through BPay which can be accessed through your online Bank account. Quote the BPay Biller code of 267245 and the bill reference number which can be found on your invoice.

In Person

Present your account to the cashier at the following locations:

Norwood Town Hall

175 The Parade, Norwood
Telephone 8366 4555

St Peters Library

101 Payneham Road, St Peters
Telephone 8334 0200

Payneham Library

2 Turner Street, Felixstow
Telephone 8336 0333

If at the time of the assessment the Regional Assessor identified that the services you have requested are full they will seek your agreement to place you on the waiting list. When you are on the waiting list the Regional Assessor will allocate a priority rating for the service based on their assessment this rating is documented on the My Aged Care portal.

You will be contacted at least every two months and be advised of developments in the availability of the service.

At this time it is important to let us know of any changes in your health or circumstances.

You may continue to stay on the waiting list or contact My Aged Care to review other service providers.

Waiting List

There may be times when some services are at capacity due to funding limitations.

Under these circumstances the Council may activate a waiting list on the My Aged Care Portal.

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You will be contacted at least every two months and be advised of developments in the availability of the service. At this time it is important to let us know of any changes in your health or circumstances.

You may continue to stay on the waiting list or contact My Aged Care to review other service providers.

Refusal of Services

There may be times when a service is refused. This may occur if:

- You do not live in the home for which you are requesting assistance (i.e. investment property).
- You no longer reside within the City of Norwood Payneham & St Peters.
- You request a service that we do not or cannot provide.
- Staff identify potential risks that cannot be managed relating to environment or behaviour and hence are unable to assist with services due to Work Health & Safety requirements.

At any time you can ask:

- to be reassessed if your circumstances change;
- that your assessment be reviewed;
- to appeal the final decision by referring to the complaints procedure; and
- to have an advocate of your choice involved in the process at any time.

Missed Visit Procedure

The Council's Home Support Program plays an important role in helping to keep people safe in our community.

Taking appropriate and timely action when one does not respond to a scheduled visit, may reduce the risk of an adverse event, or result in earlier discovery of a mishap.

At the time of your home visit, the Council's Community Services Co-ordinator will discuss the type of response that you wish to be followed in the instance of a missed visit. You have the option of choosing no planned response for a missed visit.

Service responses available include:

- Council Staff or support worker from an external agency attempts to contact you repeated times via knocking on the door and telephoning on more than one occasion.
- If no response, the worker will leave a business card/note requesting you contact the Council's Community Care Service on arrival home.
- Council staff will attempt to contact you at another time to ascertain a reason for a missed visit and if deemed appropriate, the service may be rescheduled.

Council staff may also contact:

- Next of kin/emergency contact to ascertain that you are safe.
- Your medical provider or the closest local hospital to ascertain that you are safe or hospitalised.
- If your regular health provider is not able to confirm that you are hospitalised and there is reasonable concern for your safety, then SAPOL may be contacted in order to conduct a welfare visit.

Contact Information

Home Support Program Services: 8366 4611

Useful Council Contact Numbers

Payneham Community Centre

374 Payneham Road, Payneham
Telephone 8365 4038

St Peters Library

101 Payneham Road, St Peters
Telephone 8334 0200

Payneham Library & Community Facilities Complex

2 Turner Street, Felixstow
Telephone 8336 0333

Norwood Library

110 The Parade, Norwood
Telephone 8366 4546

Glynde Depot

30 Davis Road, Glynde
Telephone 8360 9000

Other Contacts

Beyondblue Support Service

Telephone 1300 22 4636

Aged Rights Advocacy Service

Telephone 8232 5377

Dementia Australia

Telephone 8372 2100

National Dementia help line

Telephone 1800 100 500

Cancer Council SA

Telephone 13 11 20

Carer Gateway

Telephone 1800 422 737

Catalyst Foundation

Telephone 8168 8776

Council on the Aging (COTA)

Telephone 8232 0422

Ethnic Link Services

Telephone 8241 0201

My Aged Care

Telephone 1800 200 422

Independent Advocacy SA Inc.

Telephone 8232 6200

Independent Living

Mobility Equipment

Telephone 8346 3733

Meals on Wheels SA

Telephone 1800 854 453

Mental Health Triage Service

Telephone 13 14 65

Eastern Community Mental Health Centre

Telephone 7425 5555

Royal District Nursing Service of SA (RDNS)

Telephone 1300 364 264

See Differently

Telephone 1300 944 306

Multiple Sclerosis Society of SA & NT

Telephone 7002 6500

Veterans Home Care

Telephone 1300 550 450

National Disability Insurance Scheme (NDIS)

Telephone 1800 800 110

Acknowledgement & Disclaimer

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City of
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& St Peters**