WEST WIMMERA HEALTH SERVICE

SUPPORT AT HOME

Personalised support to help you live safely and independently at home.



(03) 5391 4331
SAH@wwhs.net.au
www.wwhs.net.au/support-at-home

YOUR SUPPORT AT HOME CARE PARTNER

Your Support at Home Care Partner is just a phone call away.

We're here to listen, answer your questions and find support that is right for you.

YOUR SUPPORT AT HOME CARE PARTNER IS:

Temporarily cancelling your services

There may be times when you need to temporarily cancel your services. For example, you may be away, or in hospital. If you need to temporarily cancel your services, please contact our Community Care Rostering Team on (03) 5391 4333. This will help to ensure you are not charged for services you did not use.

TEMPORARILY CANCEL YOUR SERVICES

Contact our Community Care Rostering Team on **(03) 5391 4333**

CONTENTS

01 WELCOME
02 WHERE DOES SUPPORT AT HOME FIT?
02 WHAT DOES FREQUENT OR COMPLEX SUPPORT MEAN?
03 CARE AND SERVICES
09 ASSOCIATED PROVIDERS
09 COMMUNICATION
10 SERVICE AGREEMENT
10 YOUR CARE PLAN
10 YOUR BUDGET
11 CARE MANAGEMENT
11 CONTRIBUTION FEES
11 UNSPENT FUNDS
12 MONTHLY STATEMENT
12 WELLNESS AND REABLEMENT
13 DIGNITY OF RISK, CHOICE AND CONTROL
13 ELDER ABUSE AND FEELING SAFE
14 HOW WE RECORD YOUR VISITS
14 OCCUPATIONAL HEALTH AND SAFETY
16 APPROVED CLEANING PRODUCTS
17 BREAKAGES AND ACCIDENTS
17 GIFTS
17 INCREASED NEEDS
17 WITHDRAWAL OF SERVICES
18 CHANGES TO SERVICES
18 SUSPENDING SERVICES
18 TEMPORARILY CANCELLING SERVICES
18 PUBLIC HOLIDAYS
19 PRIVACY & PROTECTION OF YOUR INFORMATION
19 QUALITY STANDARDS
20 FEEDBACK

GREAT CARE, EVERY PERSON, EVERY TIME

TOTAL CARE
Delivering care that is safe, effective and person-centred, always.

SAFETY
Providing a safe workplace and services free from avoidable harm.

UNITY
Working well together in a great place to work.

ACCOUNTABILITY
Doing the right thing by our stakeholders and ourselves.

INNOVATION
Using our imagination - if there's a better way we will find it.



WELCOME

Welcome to the West Wimmera Health Service Support at Home Program, a government funded program that provides coordinated services to support our older people in our community to live independently at home.

Services are delivered in your home and community and are based on your assessed needs and personal goals. As your needs change, your supports can change with you — without needing to move between different programs.

Support at Home can provide a wide range of services, including personal care, nursing, allied health, domestic assistance, meals, transport, social support, home maintenance and modifications, as well as equipment and respite services to support both older people and their carers.

Support at Home services are available to those living in Nhill, Kaniva, Jeparit, Rainbow, Rupanyup, Natimuk, Minyip, Murtoa, Goroke, Dimboola, Edenhope, Apsley, Harrow, and other surrounding areas.

Our team of skilled and qualified support workers are passionate and committed to delivering personalised support and creating a nurturing environment that promotes independence and well-being.

This is complemented by access to the full team of WWHS allied health clinicians and community nurses, ensuring that the health of care recipients remains a top priority.

West Wimmera Health Service will ensure that services are delivered in a way that is culturally safe, appropriate and inclusive of all older people with diverse characteristics and life experiences.

We are committed to empowering you to live well independently at home for as long as possible by providing care and supports that are tailored to your life and your individual goals.



WHERE DOES SUPPORT AT HOME FIT?

Commonwealth Home Support Program (CHSP)
Entry-level support at home

Support at Home Program
More frequent or complex support at home

Residential Aged Care
For people unable to live at home

WHAT DOES FREQUENT OR COMPLEX SUPPORT MEAN?

The Support at Home Program is designed for older people who need more regular, frequent or complex support to continue living safely and independently at home.

Unlike CHSP, Support at Home provides a larger pool of funding and a coordinated package of services tailored to individual needs, with a dedicated Care Partner who works alongside each person to plan, coordinate and regularly review services to ensure support continues to meet changing needs and goals.

CARE AND SERVICES

We will work with you to tailor care and services to best support your ageing-related care needs and goals and together we will develop your care plan.

Support at Home provides ongoing services tailored to individual needs, with regular scheduled support and the flexibility to access additional and once-off services as needs change.

Service availability may vary by location.

Care and services available under Support at Home are grouped into three categories; **Clinical Supports, Independence** and **Everyday Living** and include:

Allied Health and Other Therapeutic Services

Focusing on restoring, improving, or maintaining clients' independent functioning and wellbeing through a range of clinical interventions, expertise, care and treatment, and education.

Services are provided by health professionals such as a physiotherapist, occupational therapist, speech pathologist, podiatrist, dietitian, credentialled diabetes educator, exercise physiologist, and social worker.

Assistive technology

Assistive Technology under the Support at Home Program helps older people live safely, independently and confidently at home by providing access to equipment and products that make everyday activities easier.

Through the Assistive Technology and Home Modifications (AT-HM) scheme, participants may be able to access items such as walking frames, wheelchairs, shower chairs, toileting aids, communication devices and adaptive equipment for meal preparation and daily living.

The support is designed to improve accessibility, independence and safety, enabling people to continue doing the activities that are important to them and remain living at home for longer.

Funding for assistive technology is separate from a participant's regular Support at Home budget and is allocated based on assessed need.

Care Management

Care management helps make sure your services work well together and continue to meet your needs. Your care manager will work with you to understand your goals, plan your supports, and coordinate the services you receive. They can also help you find information, connect with other community services, and make changes to your care as your needs change over time.

Care management also includes the day-to-day organisation and administration needed to keep your services running smoothly. This includes arranging services, monitoring your support plan, helping

you get the most from your Support at Home budget, and providing a point of contact if you have questions, concerns, or feedback about your care. The aim is to make it easier for you to remain independent and continue living safely and comfortably at home.

Domestic Assistance

Providing assistance with domestic chores by helping you to manage everyday activities to ensure a safe, secure and healthy home environment.

Domestic Assistance can be long term or time limited while you recover from an illness or injury.

Domestic Assistance is put in place to support you to complete the tasks that you find difficult to achieve. We encourage you to continue to do as much as you can at home to maintain your household between visits.

Your Care Partner will work with you to develop a support plan that outlines the type of assistance you need.

Assistance can include:

- general house cleaning
- linen services including clothes and household linen washing, drying and ironing
- accompanied or unaccompanied shopping (delivered to home, providing you have an account with the local business).
- dishwashing.

Services may also include demonstrating and encouraging the use of techniques or specific aids and equipment to improve the person's capacity for self-management, build confidence and support client participation where appropriate.

Your Support Worker will only clean areas that are used by you and will only carry out tasks that are essential for your health and safety, as agreed to in your Care Plan.

We value your safety and the safety of our workers. Please ensure that all your cleaning equipment includes a variety of suitable cleaning cloths and safe cleaning products.

Vacuum cleaners, mops and buckets must be in good working order and need to be lightweight and easy to use. Your Support Worker will advise you if your equipment is not suitable.

The following activities cannot be provided as part of a Domestic Assistance service:

- moving, lifting or re-arranging heavy furniture or items and lifting carpet squares, rugs or mats or removing curtains for cleaning
- large spring cleans or end of lease cleans
- scrubbing of floors on hands and knees or cleaning ovens and other large appliances
- using a step ladder to carry out tasks
- professional cleaning services such as carpet cleaning, dry cleaning or pest control
- pet care.



Home Maintenance and Repairs

This service is provided to assist you to be independent by supporting you to maintain a safe and accessible home. Maintenance services can also assist in creating a home environment that facilitates independence and wellness.

Home Maintenance includes:

- Essential light gardening (e.g., lawn mowing, pruning and yard clearance for safe access).
- Essential minor repairs and maintenance (e.g., clean gutters, replace lightbulbs and repair broken door handle).

Home Maintenance does not include:

- professional gardening, maintenance or repair services that would usually be paid for (eg. landscaping and pest extermination)
- gardening services that relate to visual appeal rather than safety/accessibility
- general renovations of the home
- installation of safety rails and ramps
- window cleaning.

Home Modifications

Changes to your home that support you to increase or maintain your independence, safety and access around your home.

Typically, home adjustments are minor and include things like:

- ramps
- grab rails
- step modifications
- improved / additional access pathways through a property
- lever tap sets or lever door handles
- internal and external handrails
- lifts.

Where clinically justified, more complex adjustments may be provided and might include:

- bathroom redesign
- kitchen redesign
- widening doorways and passages.

Meal Delivery

Delivered meals (Meals on Wheels) provide a nutritionally balanced three course meal, delivered to your home. If you don't live within town boundaries, we can discuss the option to collect meals from an agreed location.

Meals consist of soup, a main course, dessert and fruit juice and can be prepared to cater to individual choice and dietary requirements.

You must be home to accept your meal as meals cannot be left at your front door due to food regulations.

Any undelivered meals will be returned to the meal provider and will incur the full fee.

Meals will not be delivered on public holidays. You may order additional meals the day prior.

The cost of ingredients is not covered by Support at Home, therefore you will be billed a small cost to cover the ingredients. Takeaway food delivery or meal delivery for other members of the household also cannot be provided by your Support at Home budget.

You can also choose to order meals from Lite N Easy with your Support at Home budget.

We can also offer support to prepare meals in your home.



Nursing Care

Clinical care provided by a registered or enrolled nurse to provide treatment and monitoring of medically diagnosed clinical conditions to support you to remain living at home.

Nursing services can include continence nursing, wound care and use of telehealth technologies to support nursing care and recording client observations,

Nursing services also play a role in education of clients in maintenance of good health practices and the delivery of treatments and care that improve a client's capacity to self-manage.

Nutrition

Prescribed supplementary dietary products (enteral and oral) and aids required for conditions related to functional decline or impairment.



Personal Care

Provides support in activities of daily living that help you maintain appropriate standards of hygiene and grooming, including time limited services while you recover from an illness or injury.

Personal Care is provided to help consumers with self-care tasks including:

- assistance with self-care including eating, bathing, toileting, dressing, grooming and moving about the house
- assistance with consumer self-administration of medicine
- continence management.

Medications must be in a Webster pack as per your doctor's prescribed orders and stored in accordance with West Wimmera Health Service policy.

For personal care, including assistance with consumer self-administration of medicine, our Support Workers are required to have completed a minimum of a Certificate III in aged/community care or equivalent.

Respite

Supervision and assistance of an older person by a person other than their usual informal carer, delivered on an individual or group basis, in the home or community.

Supporting and maintaining care relationships between carers and clients, through providing good quality respite care so that carers can take a break.

The carer may or may not be present during the delivery of the service.

Social Support and Community Engagement - Group

Social support groups provide structured, group-based activities that provide opportunities to participate in community life and social interaction.

These groups are held at your local centre and include transport and meals. There are also regular group outings at off-site locations where transport is provided and you purchase a meal at a venue.

Social Support and Community Engagement - Individual

Provides one-on-one support and companionship in your own home or out and about in your community.

Social support is usually provided one-on-one but may also be provided to more than one person, for example, support is provided to a couple.

Support may include accompanied activities such as assisting the person through accompanied shopping, bill-paying, attendance at appointments and other related activities.

Transport

This transport service assists with driving you locally, to and/or from your home to support you to remain actively connected with your local community.

Transport services aim to assist you in continuing with your usual activities, such as attending community groups or medical appointments, enabling you to keep active and socially engaged.





ASSOCIATED PROVIDERS

Sometimes we work with associated providers to deliver certain services, such as gardening, home maintenance, home modifications or specialised support. These are trusted organisations or professionals who are approved to work on our behalf.

We use associated providers when a service requires specific skills, equipment, or local expertise or when our own staff are unavailable. This helps ensure you receive safe, high-quality support from people who are trained for that type of work.

All associated providers must meet our standards, follow aged care requirements, and protect your privacy. We coordinate the service, stay responsible for your overall care, and remain your main point of contact.

COMMUNICATION

We are committed to communicating with you in a way that respects your preferences, supports your independence, and ensures you feel informed and heard. You are encouraged to let us know how you prefer to be contacted, and we will do our best to accommodate your preference.

If you would like extra support during appointments, phone calls, or discussions about your care, you can access the following free services:

- Interpreter services: We can arrange qualified, independent interpreters and translation services whenever you need them.
- Hearing or speech support: If you are deaf or have hearing or speech difficulties, we can organise assistance through the National Relay Service (NRS).

Your Care Partner will be happy to arrange these services to help ensure you can communicate with us in the way that suits you best.



SERVICE AGREEMENT

We will work with you to develop your care plan, budget and agreement.

Your Support at Home Service Agreement will set out:

- prices for each service
- your contribution fees
- how changes work
- your rights
- provider responsibilities
- Aged Care Code of Conduct
- who can help you
- complaints, feedback and whistleblower policies.

You'll enter into this agreement before your Support at Home services begin.

YOUR CARE PLAN

The support plan provided by your aged care assessor will guide us in working with you to develop your care plan, which will document the exact care and services that will be provided to meet your ageing-related care needs and goals.

Your Care Partner will discuss your goals and what is most important to you to help you choose care and services that best support your needs

Together we will talk about things you enjoy, things that might improve your day-to-day life, supports needed for you to stay safe, where and when you want support and how that fits in with any support you already have in place from carers, family and friends or other community services.

Once developed with you, you will receive a copy of your care plan. You can request a review of your care plan at any time.

YOUR BUDGET

When you receive Support at Home services, you are allocated a funding amount based on your Support at Home classification to pay for the services you need. This is your Support at Home budget.

The funding is split into 4 quarterly budgets that each cover 3 months of the year.

Your budget shows how your funding is used to deliver the care and services in your plan. It helps you see what money is available and how it's spent.

Your Support at Home budget is made up of:

- funding from the Australian Government
- your contributions (where applicable).

Your Care Partner will work with you to keep your budget up to date and aligned with your care plan.

If your situation changes and you need services over and above your allocated budget, you can request a reassessment. This will determine whether you can be approved for a higher classification level.

If there's a delay in getting full funding through the Support at Home Priority System, you may get interim funding instead. This is 60% of your total funding, and it helps you get the most important services first, so you can keep living at home.

CARE MANAGEMENT

If you receive ongoing services, 10% of your quarterly budget will be held by the Government to go towards care management services for your provider to help plan, organise and monitor your care. This is not shown on your budget.

CONTRIBUTION FEES

You will need to contribute towards the cost of your services, based on the service being delivered and what you can afford. Services Australia will work out your contribution rates from your income and assets information and send you and your provider a letter.

Under Support at Home, you only pay contributions on the **Independence and Everyday Living Services** you have received. You won't contribute to any **Clinical Support** costs.

If you are concerned about the cost of services, please consider a financial hardship application for a fee reduction or waiver. Our staff can assist in explaining the process and supplying a form.

Invoices for client contributions are sent out at the end of each month to the consumer or nominated representative, for fees to be direct debited from your nominated bank account.

UNSPENT FUNDS

At the end of a quarter, unspent funds will automatically carry over to the next quarter. The rollover amount is whichever is higher:

- a capped amount of $1,000, or
- 10% of your quarterly budget (inclusive of supplements).

If you were receiving a Home Care Package (HCP) and had government unspent funds as of 31 October 2025, you will have carried them over to Support at Home.



UNSPENT FUNDS CONTINUED...

They will be kept in a separate budget and can be used for Support at Home services if your budget runs out or for assistive technology and home modifications.

MONTHLY STATEMENT

Your monthly statement helps you keep track of your Support at Home budget and services. It shows what funding you received, what was spent, services delivered, and what remains. It includes any contribution fees you paid and care management costs.

WELLNESS AND REABLEMENT

In home care, we focus on helping you live as independently and confidently as possible. Our approach includes both wellness and reablement support.

The wellness approach focuses on building a person's strengths and supporting their goals.

Instead of doing tasks for someone, it promotes doing tasks with them, helping individuals remain independent in daily activities. This approach encourages people to be involved in decisions about their care and services, and to retain or regain their abilities. Wellness can be part of any service, from helping someone in and out of a car to supporting social activities that enhance wellbeing.

Reablement offers short-term, tailored support to help you regain skills or adjust to changes—like reduced vision or mobility—so you can continue to do the things that matter most to you.

We will review your needs and progress towards your goals regularly to ensure services continue to actively promote independence and support any potential improvements to your health and wellbeing.

DIGNITY OF RISK, CHOICE AND CONTROL

We respect your right to make your own choices about your life and your care. This includes the dignity of risk, which means you can choose to do things that may involve some level of risk, as long as you understand those risks.

We will support your choices and work with you to:

- explain any risks in a clear and respectful way
- look at ways to reduce risks where possible
- balance your safety with your independence and wellbeing.

You remain in control of decisions about your care. Our role is to support you to make informed choices that reflect what matters most to you, while keeping you, other clients and our staff as safe as possible.

ELDER ABUSE AND FEELING SAFE

Everyone has the right to feel safe, respected and supported.

Elder abuse occurs when someone harms you, controls you, or takes advantage of you. This can include physical, emotional or financial abuse, neglect, or controlling behaviour.

Protective boundaries
To help keep you safe:

- our staff and workers cannot accept gifts, money or loans
- staff will only provide services agreed in your care plan
- you should always be treated with dignity and respect.

If something does not feel right, it is okay to speak up.

Getting help
If you feel unsafe or are experiencing abuse, you can:

- talk with your care partner, or another staff member
- ask a trusted family member, friend or advocate for support.

You can also contact the Elder Abuse Helpline for free and confidential advice:
Phone: 1800 353 374
Website:
www.elderabusehelpline.com.au
If you are in immediate danger, call 000.

HOW WE RECORD YOUR VISITS

To confirm that a service was provided in your home, you will be asked to sign on the Support Worker's phone. This signature serves as proof of the visit and includes the date and time it occurred.

You can sign using your finger or a stylus pen if the worker has one available. A full signature, initials, or even a simple mark is acceptable.

If there are any technical issues, a manual backup process will be used instead.

Any associated providers delivering services to your home will also have a process to record your visit.

OCCUPATIONAL HEALTH & SAFETY

At West Wimmera Health Service, the health and safety of our Support Workers is a top priority. Since your home is their workplace, we appreciate your support in helping us maintain a safe and respectful environment.

We ask you to:

- reasonably maintain your home and let us know of any hazards which may be a risk to you or to others
- change, repair or replace items in your home when needed to meet safety requirements.

A Home Safety Checklist will be completed annually to ensure your home is a safe place to work.

The checklist will identify any risks to both you and your Support Worker.

To protect the safety of our Support Workers they are provided with:

- a safety switch to protect them from electric shock when using electrical appliances in your home
- personal protective equipment (PPE) such as disposable gloves, face masks, hand sanitiser to protect themselves and you from contagious infections.

Hot Weather

On hot days, we kindly ask for your understanding if our Support Workers request the use of air conditioning (if available) or take short breaks to stay hydrated and cool. On days of high temperature, WWHS may reduce physically demanding tasks to ensure their wellbeing.

On days of Catastrophic Fire Danger rating (as declared by the CFA), we will contact clients by phone to cancel and reschedule visits where possible. Urgent personal care may be approved by an Executive Director and provided before 11am. No services will be delivered in high-risk areas, and all other in-home services like Domestic Assistance will be cancelled.

On days of Extreme Fire Danger (as declared by the CFA), we will call clients to cancel and reschedule visits where required. Personal care will be provided before 11am, with priority given to vulnerable clients. All other in-home services, like Domestic Assistance, may be cancelled.

Pets

To ensure a safe and comfortable environment during visits, we kindly ask that pets be securely restrained (preferably outside), as any risk they pose may be considered hazardous.

Support Workers are not responsible for the removal of pet waste.

Smoking

West Wimmera Health Service is a smoke-free workplace. You and members of your household are not permitted to smoke or vape in the home while staff are present.

Support Workers are not permitted to empty ashtrays.

Manual Handling

Support Workers are prohibited from undertaking any activity requiring the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any person, animal or object. If you are unsure, please contact your Care Partner for more information.

Infection Control

To help keep you, our staff, and the community safe from infection, you must let us know straight away if you:

- have cold or flu-like symptoms, or think you might have an infection,
- have been around someone who has an infection, or
- have been advised to take health precautions, such as limiting contact with others.

You can also assist us to manage infection risks by providing information about your immunisation history and following any infection control processes we ask you to do.



APPROVED CLEANING PRODUCTS

To minimise workers exposure to hazardous chemicals, we request that you provide non-hazardous cleaning products for use in your home.

The following products are all classified as non-hazardous and are approved for use by Support Workers.

Cleansers

- Jif Crème Cleanser - Regular
- Ajax Crème Cleanser
- Ajax Power Gel – Fresh (non-amonia)
- Aldi Power Force Cream Cleanser
- Ajax Power Gel
- Gumption
- White Lilly
- Bicarbonate Soda

Bathroom Cleaners

- Orange Power Shower Bath and Tile
- Shower Power
- Shower Power - Pine
- Earth Choice Shower Cleaner
- Shower Sparkle
- Windex Shower Clean

Toilet Cleaners

- Earth Choice Toilet Cleaner
- Harpic Flushmatic
- Handy Andy floor Cleaner
- Aldi Power Force toilet cleaner
- Duck toilet cleaner/disinfectant (non-bleach)

Cleaning Sprays

- Ajax Spray and Wipe
- Earth Choice Multi - Purpose Spray
- Windex Glass Cleaner
- Orange Power Shower, Bath and Tile cleaner
- Aldi Power Force Bath and Shower Cleaner
- Method Home Products
- Ajax Glass Cleaner
- Halo Glass Cleaner
- Mr Sheen Water Guard Aerosol
- Nifty All Purpose Spray
- Handy Andy 2 in 1 cleaner disinfect.

Floor Cleaners

- Ajax floor cleaner
- Earth Choice Floor & Surface cleaner
- Pine o clean
- Pledge One Go
- Handy Andy floor Cleaner
- Methylated Spirits
- White Vinegar
- Glade Shake & Vac Carpet Cleaner

Cleaning Aids/Equipment

- We recommend a Vileda Spin mop
- Broom
- Dustpan and brush
- Rags/cleaning cloths
- WWHS provides Rubber gloves

Dishwashing Liquids

- Earth Choice Dishwashing Liquid
- Home brand Green Dishwashing Liquid
- Morning Fresh
- Palmolive Dishwashing liquid
- Spree Dishwashing Liquid
- Trix Dishwashing Liquid

BREAKAGES AND ACCIDENTS

All possible care will be taken within your home, however please report any breakages to your assigned Care Partner.

GIFTS

While we appreciate your kindness, West Wimmera Health Service Staff are not permitted to accept gifts. Staff may accept a token offer of trivial value, such as home produce, flowers or chocolates, however are required to report it to the Chief Executive Officer.

We encourage thank-you letters as the best way to show your appreciation.

INCREASED NEEDS

If we identify that your care needs have increased beyond what Support at Home services can safely provide, we will support you to transition to residential aged care.

Residential aged care is the next level of government-funded support. It offers 24/7 care, clinical oversight, and a fully supported living environment when staying at home is no longer the safest or most suitable option.

Our goal is to make the transition as smooth, respectful, and supportive as possible.



WITHDRAWAL OF SERVICES

A care provider might change, suspend or withdraw services if safety cannot be guaranteed or if any staff are placed in a situation of unacceptable risk. This includes the following behaviours:

- failure to provide a safe working environment
- consistently not being home to receive the service
- threats, verbal and physical abuse, sexual harassment, discrimination
- intoxication with drugs or alcohol (of any person in the home)
- excessive demands placed on staff
- smoking in the home while Support Worker is present
- consistently late returning home to relieve Support Workers providing respite care
- failure to keep pets out of the way while the Support Worker visits.

Services may also be suspended if you consistently fail to pay your accounts.

CHANGES TO SERVICES

Support services are provided to consumers who are assessed as eligible and require assistance. While receiving services you are obliged to notify your assigned Care Partner of any changes.

Occasionally, it is necessary to change the time and day of your service. Notification of these changes to you will be made as soon as possible.

You may not have the same worker each time. It is good practice to have a variety of workers visiting your home as this helps to maintain professionalism, reduces dependency on a single worker and increases your social interaction.

Reviews are undertaken every 12 months or earlier if you request a new service or there is a change to your health or living conditions. Regular reviews ensure services are appropriate and meet your current needs and goals.

Please contact West Wimmera Health Service if you have any concerns about your service or the person who is delivering your care.

SUSPENDING SERVICES

If you are going on holiday, admitted to hospital, or unable to receive services for a period of time, please let us know as soon as possible. We can discuss placing your services on hold and help you resume them when you are ready.

TEMPORARILY CANCELLING SERVICES

Services cannot be offered if you are not home for your service. Please notify the West Wimmera Health Service Community Care Rostering Team on (03) 5391 4333 if you will not be at home.

Fees will apply for services cancelled with less than 2 business days' notice. Consideration may be given in emergency situations such as an unplanned hospital admission.

Delivered meals (Meals on Wheels) must be cancelled by 10am on the day of service. Late cancellations of meals will incur the full fee.

PUBLIC HOLIDAYS

On Public Holidays, only personal care services will go ahead and all other services will be cancelled for the day of the Public Holiday.

Cancellations of services (except personal care) will occur automatically without notification.

To temporarily cancel any services, contact our Community Care Rostering Team on (03) 5391 4333

PRIVACY AND PROTECTION OF YOUR INFORMATION

Any personal information we collect about you is protected and managed in line with all applicable laws, including privacy laws.

All WWHS staff sign a privacy, confidentiality and security agreement every two years.

We use your personal information to deliver and manage your care, claim government funding, and meet legal requirements under the Aged Care Act. This may include sharing necessary details with the Government, health professionals, or approved contractors directly involved in your services. Any information shared is handled securely and only for legitimate care or compliance purposes. We follow strict privacy laws to protect your data, store it safely, and ensure it's used appropriately.

Your Support at Home Service Agreement will provide more details and confirm your consent to using your personal information for specified purposes. You can also ask us for a copy of our Privacy Policy at any time.

Access your information

You have the right to apply for access to documents that are held by West Wimmera Health Service, under the Freedom of Information Act 1982. Please contact your Care Partner for more information.

Who else sees your information?

Your information can only be accessed by the team/s relevant to your care. This may include your Care Partner, support workers, allied health clinicians, community nurses, administrative staff, home maintenance workers, drivers or kitchen staff.

QUALITY STANDARDS

To make sure you're receiving the best care possible, all Australian Government funded aged care providers need to meet quality standards.

The quality standards clearly define what good care should look like, and make it easier to check that people receive good care.

The Aged Care Quality and Safety Commission regularly assesses registered providers to ensure they continue to meet the Aged Care Quality Standards.

FEEDBACK

We welcome any suggestions, concerns or compliments from consumers, families and friends. We view feedback as an opportunity to improve the service we provide. We love to hear what we got right, but it's just as essential for us to know what we didn't get right. Your input and ideas can make a difference.

There are a number of ways you can share feedback with us, including anonymously;

- Speak directly to a member of staff
- Complete a feedback form
- Complete the online feedback form on the WWHS website: wwhs.net.au/contact-1
- Send an email to mysay@wwhs.net.au
- Write a letter and post it to Reply Paid, PO Box 231, Nhill VIC 3418
- Call our Communications and Customer Partner on (03) 5391 4293

Consumers and their families may also prefer to pursue complaints through an external complaint agency such as the **Aged Care Quality and Safety Commission:**
1800 951 822
www.agedcarequality.gov.au

Additional contacts that may be helpful include:

Older Persons Advocacy Network (OPAN):
1800 700 600
www.opan.com.au

My Aged Care
1800 200 422
www.myagedcare.gov.au

NOTES



We, West Wimmera Health Service, acknowledge the traditional owners of the land, the Wotjobaluk, Jaadwa, Jadwadjali, Wergaia and Jupagalk people.

We pay our respects to the Elders past and present. We thank the traditional owners for custodianship of the land, and celebrate the continuing culture of the Wotjobaluk, Jaadwa, Jadwadjali, Wergaia and Jupagalk people.



West Wimmera Health Service is committed to providing a safe and welcoming environment for all people to participate, including those with diverse sexualities and genders.



West Wimmera Health Service provides translation services through the Victorian Translation Service (VITS) Language Loop.

If you require a translator, please let our staff know when booking an appointment.

WEST WIMMERA HEALTH SERVICE