WEST WIMMERA HEALTH SERVICE

COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

Your Care, Your Choice!

Supporting you to live confidently, independently and safely in your own home.



(03) 5391 4333
chsp@wwhs.net.au
www.wwhs.net.au/chsp

CHSP COORDINATOR

Our CHSP Coordinator is just a phone call away.

They are here to listen, answer your questions and find support that is right for you.

Contact our CHSP Coordinator:
(03) 5391 4332
chsp@wwhs.net.au

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

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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 Commonwealth Home Support Program (CHSP). The CHSP provides entry-level support to assist people aged 65 years and over (50 years and over for Aboriginal and Torres Strait Islander people) to remain living at home and in their community.

Services funded by CHSP include allied health, domestic assistance, home maintenance, home adjustments, meals, nursing, personal care, social support and transport services. It also supports carers to take a break from their usual caring responsibilities through respite services in the home and in your community.

Not only do we provide CHSP services to those living in Nhill, Kaniva, Jeparit, Rainbow, Rupanyup, Natimuk, Minyip, Murtoa and Goroke but we extend our reach to people living in 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 CHSP 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 ENTRY-LEVEL SUPPORT MEAN?

The CHSP is suitable for people who can live independently at home but need small amounts of support to do so. It is not designed for people with intensive or complex care needs.

People with higher needs may be referred to the Support at Home Program or Residential Aged Care.

The level of care provided to a CHSP client should be less than a Level 1 Support at Home package (approximately $11,031 per annum).



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.

CHSP services may be accessed on a short-term, intermittent, or ongoing basis.

Service availability may vary by location.

Care and services available under CHSP include:

Allied Health and Therapy

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.

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.

The CHSP Services Coordinator 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
- unaccompanied shopping (delivered to home), providing you have an account with the local business.
- dishwashing
- help with meal preparation.

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.

Domestic Assistance continued...

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.

Home or Community General Respite

Focusing on 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.

Flexible respite care includes:

- in-home day respite - provides a daytime support service for carers of clients needing assisted support in the carer's or the client's home.
- community access–individual: provides one-on-one structured activities to give clients a social experience to develop, maintain or support independent living and social interaction and offer respite to their carer.



Home Maintenance and Repairs

This service is provided to assist you to be independent by supporting you to maintain a safe and accessible home. The Home Maintenance Service is available to consumers who do not have family or friends in the area to assist them. Maintenance services can also assist in creating a home environment that facilitates independence and wellness.

Home Maintenance includes:

- light gardening - essential pruning, yard clearance or lawn mowing where there are issues for client safety and access
- working-at-height related repairs or cleaning for client health and safety i.e. gutters, roofs, windows, ceilings, smoke alarms
- minor home maintenance and repairs to address safety concerns.

Home Maintenance does not include:

- extensive gardening services or garden beautification including planting flowers and shrubs, pruning fruit trees and hand pulling weeds
- general renovations of the home
- installation of safety rails and ramps.

We are dedicated to supporting you to maintain your independence and create safe ways for you to continue to enjoy living at home.



Home Adjustments

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 cost less than $1,000, depending on your needs. Examples include:

- 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

Meal delivery provides 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 in advance of the public holiday.

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.

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.

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 Certificate III in aged/community care or equivalent.

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).

We 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 and service agreement.

Your CHSP Service Agreement outlines:

- the services you will receive
- your fees and payment arrangements
- service review and cancellation arrangements
- the terms and conditions of service

You will also be provided with information about your rights, privacy, fees, feedback and complaints.

You should enter into a CHSP Service Agreement before your CHSP services start.

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.

This will include discussing 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.

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.

FEES AND CHARGES

While the Australian Government covers most of the cost of your CHSP-funded services, providers are required to charge a small client contribution to help with service delivery costs.

To find out the current fees, please contact us for a copy of the CHSP Fee Schedule.

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.

You will not be denied a service if you are genuinely unable to pay the fees.

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.

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 the CHSP Coordinator, 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.

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 the CHSP Services Coordinator 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 clothes
- 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 the CHSP Services Coordinator.

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 the level of support services you are receiving exceeds the threshold stated in the current government guidelines for CHSP providers, we will assist you to transition to the Support at Home Program.

This is the next level of government-funded care, which can provide a more comprehensive range of services up to $80,294 per year. It includes a dedicated care partner to help coordinate the services you may need.



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 the CHSP Services Coordinator 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 dependence 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.

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.

The information we collect helps us to keep up to date details about you and your needs, so we can care for you in the best possible way.

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

As part of the CHSP, we are required to share data about the delivery of services funded under the program to the Government. This helps the Government ensure services are being delivered properly and supports ongoing research and planning for aged care services.

Your CHSP 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 the CHSP Services Coordinator 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 support workers, 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 assesses service providers against the quality standards at least every three years to ensure continued compliance.

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
- 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