

ACCOMPANYING NOTES TO 'COMMUNITY CARE TALKS' DVD

INTRODUCTION

Growing older can create some physical changes and challenges in how you get around and manage at home. Community Care services offer a range of supports to enable aged and frail people to live safely in their own homes in the community for as long as possible. These include help with housework, maintenance and modifications to the home, assistance with health and personal care, meals, transport to appointments and recreational activities. There are also information and support services and respite for family members and friends who are carers.

This DVD, 'Community Care Talks', features real people talking about the community care services they have chosen to use and how these services help them to stay independent and continue to enjoy an active lifestyle.

At the end, there are tips on where to get more information about the programs available and which ones you or the person you care for may be eligible for.

END

Community Care services are provided through a range of different government funding programs and organisations. Each program has a set of **eligibility criteria** and an **assessment** will be used to determine your eligibility, depending on your level of need, and to find out from you what supports you need and want.

There are number of ways to find out which program/s you are eligible for:

- Ask your doctor for information and advice
- Talk to a social worker or discharge planner when you are in hospital
- Get an assessed by your local Aged Care Assessment Team (ACAT)
- Read government websites at www.gov.au, www.seniors.gov.au and www.nsw.gov.au

If you have a complex situation or need a number of services, a **case manager** may be available to help you with planning and **referrals**.

For contact details of the organisations that provide community care in your area:

- Call Commonwealth Carelink Centre on 1800 052 222
- Pick up seniors directories and other brochures from your local council or community centre
- Contact your local HACC Development Officer (listed on the 'Contacts' section of www.nswhaccdos.org.au)
- Call the Seniors Information Service on 13 12 44

Once you choose to accept a service, the provider will develop an individual **care plan** to meet your needs and give you specific information about their organisation and the services provided, including the quality of care you can expect to receive under **service standards** and your **rights and responsibilities** when you use community care services. Specifics of each service, including **fees**, are described in their brochures, client handbooks and, sometimes, websites.

It's important that you ask questions if you want more information or if things aren't working out the way you expected.

'COMMUNITY CARE TALKS' DVD ACKNOWLEDGEMENTS

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