

Available Services and Information for older people, people with a disability and their carers

Frankston City Council is currently providing services to local residents under the Home and Community Care Program for Younger People (HACC PYP) and the Commonwealth Home Support Programme (CHSP). At Frankston City Council, our focus is on supporting residents to become more independent, active and connected within the community. Our services aim to compliment and supplement, but not to replace what you can do for yourself. We provide a range of services to support frail older people, people with a disability and their carers.

Services available to assist residents include:

- Intake and Referral
- Assessment and Review
- Domestic Care
- Personal Care
- Respite Care
- Home Maintenance
- Meals on Wheels
- Planned Activity Groups
- Community Transport
- Positive Ageing Support

Intake and Assessment

My Aged Care: Commonwealth Home Support Programme

The Australian Government has established a central point of access to the aged care system for people aged 65 and over (50 years and older for Aboriginal & Torres Strait Islander). If you are seeking assistance to access aged care services, you will need to register with My Aged Care and undergo a series of questions with the contact centre staff to determine what level of assessment you may require.

If the contact centre staff identify that you have entry level aged care needs, a request will be sent to the local Regional Assessment Service to conduct a Home Support Assessment. The purpose of this assessment will be to holistically assess to identify your care needs and relevant services for support required, which will allow you to remain living at home and in the community safely. In order to access support services funded through the Commonwealth Home Support Programme, an assessment will be required.

My Aged Care can be contacted on 1800 200 422 between 8am and 8pm on weekdays and between 10am and 2pm on Saturdays. Alternatively you can visit www.myagedcare.gov.au. Referrals can be made directly by the person requiring services or by their family or health professional.

HACC program for Younger People (HACC PYP):

The HACC Program for Younger People provides services for people with disabilities and their carers. Younger people are defined as those aged under 65 and aged under 50 for Aboriginal and Torres Strait Islander people. The program provides a basic level of support service to help people with disability to remain living independently in their home and community.

In order to access services under this program, local residents will be required to undergo a holistic assessment to determine eligibility and assess their level of care. As a result of this assessment, in home support services provided by Council can be implemented, in addition to referrals completed to external services providers as required.

To make a referral for HACC PYP Services, please contact our Intake Officer on Phone (03) 9784 1933 Fax (03) 9784 1770 or Email intake@frankston.vic.gov.au to discuss. Referrals can be submitted by yourself or on your behalf by family members or health professionals.

Note: Interpreters can be organised to promote client participation in the assessment process. Please advise when completing a referral for an assessment if an interpreter is required.

Services provided under CHSP and HACC PYP

Frankston City Council provides a range of in home services which include the following:

Domestic Care

The Home Care Service assists with domestic and household tasks. Council can help with activities, such as:

- Maintaining hygiene in bathrooms, toilets and kitchens
- Vacuuming
- Mopping floors
- Laundry and ironing
- Meal preparation and cooking
- Unescorted shopping

Personal Care

The Personal Care Service assists those Clients needing support with their individual needs including:

- Showering and bathing
- Dressing and undressing
- Shaving and washing hair
- Feeding
- Toileting
- Escorted shopping

Respite Care

Council acknowledges the role of Carers in our community. The Respite Care Service enables primary carers to have a break. Respite Care can involve:

- Assistance with personal care tasks
- Meal preparation
- Reading and writing letters
- Independence and skill promotion activities
- Monitoring and supervising
- Social Support

Home Maintenance

Safety and security around the home is the main focus for the Home Maintenance Service.

Our friendly home maintenance staff can assist with minor repairs, maintenance and modifications to eligible Client's homes that would usually be performed by the householder, including:

- Installing handrails, grab rails, handheld shower fittings
- Fixing jammed doors
- Fixing handles and catches
- Changing light bulbs
- Installing smoke detectors and changing batteries

Meals on Wheels

Meals on Wheels is a vital service for Clients, providing nourishing meals up to seven days a week. Hot meals are delivered Monday to Friday between 11.00am and 1.00pm. Frozen meals for weekends or public holidays are also available.

More information can be obtained at the time of your Assessment or Initial Service Provision Set up Visit.

Planned Activity Groups

The Planned Activity Group Program encourages older residents to participate in activities where they can social and have fun with other members of the community.

Council staff and Volunteers organise regular low cost group outings, collecting clients from their homes to take them to popular tourist spots, luncheons and exercise programs for participants to enjoy in a safe and friendly environment. Walking aids e.g. wheelie walkers, are accommodated, however, eligible Clients must be physically independent. An assessment is required to determine eligibility.

Community Transport

The Community Transport Program provides a safe, friendly and reliable service for residents in the municipality who may find accessing public or private transport difficult.

The service is door to door on a fixed timetable to a variety of places, including shopping centres, seniors clubs, Peninsula Aquatic Recreation Centre, exercise programs and Frankston Library.

Transport is not provided to meet individual appointments. A gold coin donation, payable direct to the driver, assists with the costs of running the service. Walking aids e.g. wheelie walkers, are accommodated however eligible Clients must be physically independent.

A simple phone assessment is required to determine eligibility.

Activities that Support Positive Ageing in Frankston

Frankston City Council has a Positive Ageing Team that generates information and activities to support older residents to remain healthy and active whilst living at home and includes:

- Development of Positive Ageing Together Program which provides social opportunities through access and production of our bi-monthly Positive Ageing Together Newsletter
- Support of Senior Clubs and Groups
- Provision of information sessions on relative ageing topics
- Planning and delivery of activities for older residents such as Seniors Festival
- Volunteering opportunities such as Meals on Wheels
- Consultation opportunities on issues relevant to Frankston's older residents

If you are looking for more activities specifically for Frankston's older residents then please subscribe to Frankston City Council's Family Health Support Services bi-monthly newsletter. Please call Customer Service on 1300 322 322 to subscribe.

Fees

Fees are negotiated at the time of the initial Service Provision Set up Visit and are determined in accordance with the current Victorian Home and Community Care (HACC) Program Fees Policy and the Commonwealth Home Support Programme.

The fee set is dependent on income and an individual's capacity to pay for the service.

For information on any of these services

Frankston City Council
Family Health Support Services Department
PO Box 490 Frankston Vic 3199
Phone: (03) 9784 1933 or 1300 322 322
Fax: (03) 9784 1770
Web site: www.frankston.vic.gov.au
Email: intake@frankston.vic.gov.au
Facebook: www.facebook.com/FrankstonCityCouncil

OR

My Aged Care
Phone: 1800 200 422
Website: www.myagedcare.gov.au