Accessing Aged and Community Care Services

SOUTH AUSTRALIA



CELEBRATING THIRTY YEARS of **EXCELLENCE**

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Finding the services I need

The need for information and assistance can arise at any time in your life and trying to find your way through the system of information can be very difficult.

This booklet has been developed to assist you and your family to find the aged care agencies that provide services to those aged 65 years and over, to better enable you to live a healthy fulfilling life.

What is My Aged Care?

My Aged Care is a Government contact centre. It is the entry point for older Australians to access government subsidised aged care services:

- Community Care
- In Home Care
- Residential Aged Care

My Aged Care – The consumer journey

1 Finding Services

If you are not able to do this yourself, ask family, a friend, carer or your doctor to help you find out about aged care services

2Go online or call My Aged Care

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

Family, friends, carers or your doctor can make an online referral or call **My Aged Care** on your behalf if you are not able to do this yourself

My Aged Care will ask you a range of questions to learn about your care needs

My Aged Care will organise Translating and Interpreting Services (TIS) if you are not comfortable speaking in English

Finding out what you need

My Aged Care is the initial assessment point in a 2 part process. If you are eligible for services they will refer you to a RAS or ACAT assessment

Regional Assessment Service (RAS) can recommend: Commonwealth Home Support Program (CHSP) – social support, home support (eg help with cleaning, personal care), Home Care Packages (HCP) and residential respite care

Aged Care Assessment Team (ACAT) can recommend: Home Care Packages (HCP), residential care and residential respite care

4 Receive Services

Your assessor will refer you to a provider of your choice to receive one of the following services:

- Commonwealth Home Support Program
- Home Care Package
- Residential Care

The Aged Care System in Australia

Living at home



Community based services



Social support



Transport



Home help



Respite care



Shopping



Allied Health

Retirement living



Shared facilities and services



Recreational activities



Health and beauty services



Meals



Community activities

Residential care



Multiple levels of care



Accommodation Specialist care





Personal care



Health services



Recreational activities

Translating and Interpreting Services

The Translating and Interpreting Service (TIS) is an interpreting service provided by the Department Of Home Affairs for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

You can use the Translating and Interpreting Service



During aged care assessments



Important medical appointments or hospital visits



At face to face meetings



For phone services 24 hours a day

www.tisnational.gov.au



National Interpreter symbol

The Interpreter Symbol is a national public information symbol that provides a simple way of indicating where people with limited English proficiency can ask for language assistance when using government services.

You may see the symbol in places that deliver government and community information and services such as public hospitals, police stations, state schools, community centres, housing and employment offices, local councils and migrant resource centres.

Community Visitor Scheme (CVS)

ANFE – Associazione Nazionale Famigilie Degli Emigrati Incorporated

Italian

2 8234 5550

www.anfe.org.au/community-visitors-scheme

Chinese Welfare Services of SA

Mandarin, Cantonese

5 8212 2988

www.chinesewelfareservices.org. au/our-services/1437/community-visitors-scheme/

German-speaking Aged Care

German

2 8340 3889

www.gsasa.com.au

Jewish Community Services

Hebrew, Russian

2 8363 5400

www.jcssa.asn.au

Commonwealth Home Support Program (CHSP)

(entry level care)

Aboriginal Community Care

Aboriginal

28 8346 9155

www.aboriginalccsa.org.au

ACH Group – Cambodian Social Links program

Khmer

1300 22 44 77

www.achgroup.org.au/group-social-experie/cambodian-program/

ANFE Community Care

Italian

2 8234 5550

www.anfe.org.au

Association of Ukrainians in SA Inc

Ukrainian

8340 2434

Baptistcare SA – Karpandi Aboriginal Elder Women's Program

Aboriginal

2 8322 9255

www.baptistcaresa.org.au/service/aboriginal-services/support

Bene Aged Care

Italian

28 8 13 1 2000

www.bene.org.au

Chinese Welfare Services

Cantonese, Mandarin

2 8212 2988

www.chinesewelfareservices.org.au

Community Centre Serbia and Montenegro SA Inc

Serbian

3 8340 1772

Co.As.It. (SA)

Italian

2 8223 3311

www.coasitsa.org.au

Coordinating Italian Committee (CIC)

Italian

7 8362 0233

www.cicinc.com.au

Croatian Care for the Aged

Croatian, Slovenian

2 8267 3626

www.croatianagedcare.com.au

Commonwealth Home Support Program (CHSP)

(entry level care)

Ethnic Link Services – UnitingSA Ltd

Arabic, Bosnian, Cantonese, Croatian, Farsi (Persian), Greek, Italian, Mandarin, Polish, Russian, Spanish, Vietnamese

3 8448 6260

www.unitingsa.com.au/aged-care/ethnic-link-services/

Family Home Support Services

Greek, Italian

☎ 8336 6637

www.fhss.com.au

Federation of Polish Organisations in SA

Polish

8232 1464

www.polishfederation.org.au

German-speaking Aged Services

German

28 8340 3889

www.germanspeakingagedservices.com.au

Greek Orthodox Community of SA inc – Community Aged Care Services

Greek

7088 0500

www.gocsacommunitycare.com.au

Greek Welfare Centre SA

Greek

28212 5100

www.greekwelfaresa.org.au

Hungarian Caritas Aged Care Services

Hungarian

2 8333 0376

www.hungariancaritas.org.au

Italian Cultural Centre Inc

Italian

7 8258 6648

Jewish Community Services

Mandarin, Hebrew, Russian, Filipino (Tagalog), Swahili, Arabic, Indonesian

28 8363 5400

www.jcssa.asn.au

Kura Yerlo Inc

Aboriginal

8449 7367

www.kurayerloinc.org.au

Latvian Aged Care

Latvian

25 8172 0820

Commonwealth Home Support Program (CHSP)

(entry level care)

MACASA – Maltese Aged Care Association (SA) Inc

Maltese

7 8241 0266

www.macasa.org.au

MAC – Multicultural Aged Care Inc

Multicultural

28241 9900

www.mac.org.au

Macedonian Positive Ageing Services – BabaCare

Macedonian

5 0422 880 900

www.mcessbabacare.com

Muslim Women's Associations of SA

Uyghur, Dari, Arabic

2 8212 0800

www.mwasa.org.au

Nonna's Cucina

Italian, Greek, Polish, German

28240 3491

www.nonnascucina.com.au

Overseas Chinese Association – Chinese Aged Care Services

Cantonese, Mandarin, Teo Chiew

2 8445 1622

www.ocasa.org.au

Rembrandt Living Home Care Services

Dutch, Multicultural

₹ 8198 0392

www.rembrandtliving.org.au

St Basil's Homes (SA) – Plateia Program

Greek

7424 0915

www.stbasils.com.au/Community-Care/Plateia-Program

Uniting Communities Home Support Services

Russian, Polish, Vietnamese, Mandarin, Arabic, Multicultural

1800 615 677

www.unitingcommunities.org/ service/older-people/help-at-home

Vietnamese Community SA – Community Access & Services SA

Vietnamese, Nepali, Bhutanese, Dari/Farsi, Swahili

3 8447 8821

www.caassa.org.au/aged-care/

Vietnamese Womens's Association SA Inc

Vietnamese, Russian

2 8359 4115

www.viwa.org.au

Home Care Packages (HCP)

(more complex coordinated care)

Aboriginal Community Services

Aboriginal

3 8346 9155

www.aboriginalccsa.org.au

Amber Aged Care

Latvian, Lithuanian, Estonian

28 8465 5500

www.amberagedcare.com.au/home/

Australian Migrant Resource Centre

Dari/Farsi, Nepali, Filipino, Vietnamese, Arabic

2 8217 9500

www.amrc.org.au/aged-care-home-care

Bene Aged Care – Bene Casa Home Care Packages

Italian

☎ 8131 2000

www.bene.org.au/home-care/

Chinese Welfare Services

Cantonese, Mandarin

25 8212 2988

www.chinesewelfareservices.org.au/index.php

Federation of Polish Organisations in SA Inc

Polish

₹ 8232 1464

www.polishfederation.org.au

Greek Orthodox Community of **SA Inc**

Greek

7088 0500

www.www.gocsacommunitycare.com.au/index.php/services

InHome Care

Greek, Italian

7200 5432

www.ihcsa.com.au

JCS Home Care Packages

Hebrew, Russian

28 8363 5400

LingCare

Cantonese, Mandarin

2 8371 0711

www.lingcare.com.au

Murray Mallee Aged Care Group Inc

Greek, Italian

☎ 8365 0151

www.murraymalleeagedcareservices.com.au

Home Care Packages (HCP)

(more complex coordinated care)

Pennwood Home Care

Serbian, Croatian, Polish, Ukrainian, Hungarian

28 8341 0401

www.pennagedcare.org.au

SSH Connect

Italian

7 8409 1500

St Anna's Home Care

Croatian, Greek, Italian, Polish, Spanish

3 8346 0955

www.stannasagedcare.com.au

Uniting Communities Home Support Services

Russian, Polish, Vietnamese, Mandarin, Arabic, Multicultural

7 1800 615 677

www.unitingcommunities.org/ service/older-people/help-at-home

Zenitas Care

Greek, Italian, Macedonian

☎ 8122 1433

Residential Care

Amber Aged Care

Latvian, Lithuanian, Estonian

28465 5500

www.amberagedcare.com.au/home/

Bene Aged Care

Italian

25 8397 0206

www.bene.org.au

Clayton Church Homes - Magill

Hungarian

25 8165 6400

www.claytonhomes.com.au/ residential-aged-care/locations/ magill-residential/

Elders Village

Aboriginal

28 8281 1454

www.aboriginalccsa.org.au

Pennwood Village

Serbian, Croatian, Polish, Ukrainian, Hungarian

28341 0401

www.pennagedcare.org.au

Rembrandt Court

Dutch, Multicultural

2 8198 0300

www.rembrandtliving.org.au

Ridleyton Greek Home for the Aged

Greek

28 8340 1155

www.rgha.com.au/index.php

St Anna's Residential Care Facility

Croatian, Greek, Italian, Polish, Spanish

28 8346 0955

www.stannasagedcare.com.au

St Basil's

Greek

7424 0900

www.stbasils.com.au

The Society of St Hilarion Aged Care

Italian

75 8409 1500

www.sainthilarion.asn.au

Uniting SA Seaton Aged Care

Croatian, Ukrainian

7 8448 6280

www.unitingsa.com.au/property/ seaton-aged-care/



Multicultural Aged Care

94 Henley Beach Road Mile End SA 5031

PO Box 488 Torrensville Plaza SA 5031

08 8241 9900 macsa@mac.org.au www.mac.org.au