

Important Community Service information

Arising from the 2016 Community survey.

Many people responded to the survey with questions about how services operate and what is the scope of their service. This information should be available to all people, and therefore we have detailed the responses below. Please contact us on 82780390 Belair or 85310425 Murray Bridge if you have further questions .

Can I access more service when I am unwell?

People utilising the Commonwealth Home Support Program may increase services short term and people using a Home Care Package can increase within the budget or they can top up privately if required.

Can I access different services through other organisations?

If you request a particular person or organisation to provide your services we will endeavour to broker them if they meet the service requirements.

Who can help me navigate the aged care system?

Kalyra Community Services will help existing clients navigate the aged care system or this can be organised for all people, privately paid, if required.

Can I access spring cleaning and window cleaning?

People with a Home Care Package can utilise a spring/window cleaning service if the budget allows.

People on Commonwealth Home Support Program are able to increase service short term for the Home Support Worker (HSW) to undertake more tasks, but they will not be able to do heavy lifting/tasks at heights etc.

There are however many cleaning tools that can be purchased to allow for HSW's to clean in hard to reach places. A referral can be made to MyAged-Care for specialist service provision if required.

Can Kalyra Community Service provide more day trip opportunities?

We are always searching for ideas and activities to organise outings for people. If you have a interest or outing idea, please let us know as there is likely to be others with similar interests. We will advertise outings through newsletters, flyers, and word of mouth.

Important information continued

When we will be able to provide all levels of Home Care Packages?

Currently in the Southern metropolitan area Kalyra Community Services provide level 2 Home Care Packages only. After February 2017, we will be able to provide all levels of services in all areas. Level 1, 2, 3 and 4.

Currently in East Metro and Hills Mallee Southern regions there is a wait list for people wanting to move to a higher level. We expect that the changes in February 2017 will help reduce the waiting lists.



Can I have help to understand my Home Care Package monthly statement?

For people accessing a Home Care Package, they receive a monthly statement outlining the income, expenses and the amount remaining in their budget. Coordinators are available to meet with you to talk through all the details of the statement.

Can my monthly statement/correspondence be delivered more promptly?

We are currently working on a project to be able to email out important documents so they reach you promptly and efficiently. Please advise if you have an email address we can utilise

How do I decide on my mix of services under a Home Care Package?

'Your guide to new home care' booklet explains client choices and their rights, and is located in Home Care Package clients' home folders. Coordinators are always willing to talk with you about your services and will support you in identifying an advocate.

How do I organise an advocacy service?

Every person has a right to advocacy support in all conversations about their services. Your home folder contains information on advocacy. You can also speak with your coordinator directly or contact the Aged Rights Advocacy service on (08) 8232 5377