

**Providing you with  
personalised and professional  
home care services to help  
you live *Your Life. Your Way.***



**Your guide to our Home Care Services**

[csisa.org.au](http://csisa.org.au)



**Community  
Support  
Inc.**

# About Community Support Inc

Community Support Inc are South Australian experts in delivering one-to-one in-home and community-based support to hundreds of South Australians every day.

We provide personalised and professional home care services to support you to remain living independently at home, doing all the things you love every day.

Our team are committed to working with you to provide the support you need, and our home care services are individually designed to meet your goals, so that you can get on with enjoying your life.

## What does Community Support provide?

We offer a range of personalised, flexible home care services across metropolitan and regional areas of South Australia. With over 500 staff providing services to our clients across the state, we can provide you with help to achieve your goals and live Your Life, Your Way.

## Who are our services for?

Community Support can provide services for people who are seeking to remain living independently at home. They may include any of the following reasons that you need support.

- If you have received an ACAT assessment through My Aged Care and require a Home Care Package,
- If you have had an accident and need some extra help at home through your insurance funds,
- If you would like extra help with therapeutic supports via your Private Health Care fund,
- Or if you just need some help occasionally and are happy to pay for yourself with our fee for service pricing.

Community Support can help. We have been providing in-home community care in South Australia for 30 years.



# Our point of difference

## Why choose Community Support?

- Community Support has focused solely on providing home care services for 30 years.
- We will work with you to help you live your life your way in your home and community, supporting you to stay connected to the things that matter to you.
- Community Support embraces your choices to live Your Life, Your Way, and works with you to achieve your goals.
- We will partner with you to maintain the best level of health and wellbeing possible and when an event happens in your life that impacts on this, we will be there to support you to return to independence
- We are committed to delivering the right services to meet your specific needs and help make your life easier.
- Community Support understands how important it is for you to feel safe and comfortable with your Support Workers, and for our staff to know how you like to be supported.
- Our staff are reliable and flexible which helps to build a successful lasting relationship that you can depend on.
- We provide a professional co-ordination service for you and we can provide or engage other specialist providers or services that you may need.



### 1 Providing highly personalised and professional services

A focus of our service delivery is to ensure that we adopt a consumer-centred approach in the design and delivery of services. Individual choice is the key to quality services and outcomes.

### 2 Working with partners to ensure successful outcomes

Community Support works in partnership with the people we support, their significant others, our staff and other service providers to develop a range of networks to ensure people feel connected and can enjoy the lifestyle of their choice.

### 3 A vibrant, progressive and responsible organisation

Community Support is a dynamic organisation that seeks to continually improve based on feedback from our clients, the experience of our staff and the latest available information locally, nationally and internationally.

# How to begin receiving your Home Care Services

- 1 Contact My Aged Care on 1800 200 422.
- 2 To assess the level of care to best suit your needs, you will need an assessment from the Aged Care Assessment Team (ACAT). The ACAT is Government funded so there is no charge to you. They will discuss your needs, and which Home Care Package level best suits you. You will then receive a letter with your package level and a referral code once approved.
- 3 You may be placed on a wait list until a package becomes available to you. You may be offered a lower level package while you wait. However, there are options available to you if you require urgent support.
- 4 Once you have been notified that a package has been approved, contact us at Community Support on 08 8429 1200 with the referral code from your ACAT assessment.
- 5 We will work with you to create the best possible support plan for your care needs.

## What services do we provide?

Our unique range of flexible, responsive, and high-quality services are designed to achieve positive outcomes, independence, personal wellbeing and community involvement.

## Home Care Packages

Community Support can provide home care services to customers with a Home Care Package, Levels 1 to 4:

- Level 1** - basic care needs
- Level 2** - low level care needs
- Level 3** - intermediate care needs
- Level 4** - high level care needs





# Our Home Care Services

Community Support can provide a range of support and services for your home care package. To find out more contact us and we can go through your options with you.

Independence & well-being	Safety at home	Connection to the community
<ul style="list-style-type: none"> <li>• Personal care – help with showering, dressing and grooming</li> <li>• Communication support – such as help with using the telephone or using hearing aids, rehabilitation after stroke or neurological degenerative condition</li> <li>• Basic wound care – bandages and dressings</li> <li>• Contenance Care – helping maintain dignity and meeting your contenance needs -urinary and bowel care</li> <li>• Mobility support – keeping you as active as possible</li> <li>• Speech and Occupational Therapy services</li> <li>• Meal preparation and dietary support</li> <li>• Specialised case management support</li> <li>• Dietary Support</li> </ul>	<ul style="list-style-type: none"> <li>• Support Services – cleaning, gardening</li> <li>• Respite</li> <li>• Dementia assistance – word maintenance, word finding, communication tips, behaviour support</li> <li>• Medication assistance and support</li> <li>• Tracheostomy management</li> </ul>	<ul style="list-style-type: none"> <li>• Transport support</li> <li>• Social support – helping you to take part in social activities and community engagement</li> <li>• Communication support</li> </ul>



## What to expect

Community Support will work with you to create a plan that is right for you. We will take the time to understand your needs and co-ordinate support that ensures you get the most out of your package. We will regularly review your plan with you to ensure your goals are being met, or as your needs or circumstances change, we will update your plan.

## Charter of Aged Care Rights

Community Support provides services based on the Aged Care Act 1997, which contains the Charter of Aged Care Rights. The Charter came into effect from 1 July 2019:

### Charter of Aged Care Rights

I have the right to:

- 1 safe and high-quality care and services
- 2 be treated with dignity and respect
- 3 have my identity, culture and diversity valued and supported
- 4 live without abuse and neglect
- 5 be informed about my care and services in a way I understand
- 6 access all information about myself, including information about my rights, care and services
- 7 have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
- 8 have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
- 9 my independence
- 10 be listened to and understood
- 11 have a person of my choice, including an aged care advocate, support me or speak on my behalf
- 12 complain free from reprisal, and to have my complaints dealt with fairly and promptly
- 13 personal privacy and to have my personal information protected
- 14 exercise my rights without it adversely affecting the way I am treated.

# Aged Care Quality Standards

Community Support Inc services are provided based on the Australian Government's Aged Care Quality and Safety Commission's Aged Care Quality Standards.

## Aged Care Quality Standards

agedcarequality.gov.au



Australian Government  
Aged Care Quality and Safety Commission

Engage  
Empower  
Safeguard

## What do I do next?

Our Client Engagement Team are ready to assist you to put in place the services you need to live Your Life, Your Way.

To access and utilise our services or to find out more, contact Community Support:

Telephone **08 8429 1200**

Website **csisa.org.au**

Email **hello@csi.org.au**

**Live Your Life. Your Way!**



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