



Shopping Service Shoppers Handbook

Welcome to Newtown Neighbourhood Centre's Shopping Service. I hope this handbook answers any questions you may have. For more information please contact us on 9564 7303

The Newtown Shopping Service provides a service that assists people who are frail aged, or younger people with disability, to remain independent in their home and community.

The service covers the Inner West Local Government Area and is available for residents who fit into the Commonwealth Home Support Program (CHSP) target group. This includes the frail aged, carers and younger people with a disability who do not drive or have difficulty accessing public transport.

Who runs the service?

The Shopping Service is run by to the Newtown Neighbourhood Centre which is managed by a local community based Board of Management. The day-to-day operations are carried out by the following paid and volunteer staff:

- Shopping Service Coordinator
 - Bus Driver
 - Bus Supervisor
 - Individual Transport Driver/Shopper
 - Shopping Volunteers
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What services are available?

- **Bus Service Shopper:**
Our bus can call at your home once a fortnight and take you shopping to the Marrickville Metro Shopping Centre. This service is available on a Tuesday, Thursday or Friday.
- **Assisted Shopper:**
An assisted shopper is a client who is frail and housebound and requires one to one assistance to do their shopping. The shopping service worker will drive the client to the shops and provide that person with up to two hours of individual support.
- **Multicultural Shopping:**
We are a multicultural service and try to meet the needs of people from all backgrounds e.g. a specific run has been established for residents from a Greek background.

How much will the service cost?

It costs \$10 every time you use the bus service.

It costs \$15.00 every time you use the car service. As of 2/1/2018

Fees subject to change

Fee reduction

We recognize that the circumstances of some people may make it difficult to pay the fees for this service. If home support (i.e. CHSP) clients are experiencing difficulties you can request a fee waiver or reduction by completing a Request for fee Reduction Form. In assessing your request we consider your income, household circumstances and any other special circumstances or hardships that make it difficult to pay.

How can I receive home support?

We can assist you with obtaining the right support you require. Just call us on **9564 7303**. Or referrals can be made by phoning **My Aged Care on 1800 200 422** between 8am-8pm on weekdays and between 10am-2pm on Saturdays.

Assessment

The Australian Government funds our organisation to provide subsidised aged care services. To be eligible to receive these services you will need to participate in an assessment process. This can be arranged through My Aged Care (contact details below). An assessment process helps to ensure everyone receives the care and support they need. The assessor will usually visit you in your home to determine the appropriate level of support you need to maintain your independence. Support is provided based on your assessed needs. Again we can help you through any stage of this process.

My Aged Care: 1800 200 422

Website: www.myagedcare.gov.au

Service Plan

When you agree to receive our services, a written agreement is drawn up between you and Newtown Neighbourhood Centre about the services to be provided to you. You will be given information about what services will be provided to you, when and how they will be provided.

Referral Service

If the Shopping Service is not suitable to your needs the Coordinator will let you know of other available services and arrange a referral if required.

Conditions of Service

Clients are expected to treat other clients, workers and volunteers with respect. Clients are asked not to give workers or volunteers money or other gifts, including food. If using a service where transport is involved, clients are expected to:

- Be ready when the bus/car arrives to pick them up.
- Not consume food or drink (including alcohol) in the vehicle.
- Wear seatbelts and to stay seated until the vehicle stops.
- Comply with directions given by the Bus Driver or Bus Assistant.
- Meet the bus for the return journey at the specified time.

NB: Bus service clients, individual list and assisted shopping clients must comply with the bag limit imposed by the service.

The limit is currently 4 small zip-lock bags. Max weight of combined bags is 15kg.

Group shopping service clients are limited to two hours shopping at Marrickville Metro Shopping Centre.

What about smoking?

All of our workers and volunteers are not allowed to smoke in people's homes or while on the Shopping Service or with the groups. We also expect that clients do not smoke in the presence of workers or volunteers.

Breaches of the above conditions could result in the ceasing of services.

Can I change my days of shopping?

You can contact the Shopping Coordinator if you would like to change your day of service and we will try to accommodate your request. Note that shopping bus runs are scheduled in certain areas of the Local Government Area on certain days and we may not be able to assist in your change of day.

What if I go on holidays?

Notify the Shopping Coordinator and we will keep your space on the run until you have returned and notified us.

Can I bring a carer?

Yes, you are welcome to bring a carer at no extra charge. Just notify the Shopping Coordinator.

What if I'm not happy with the service provided?

As we aim to provide a high quality service we would like to know if you have any concerns with the staff or service. Your service will not be stopped if you complain.

If you do not feel comfortable with the volunteer who assists you or any member of staff please inform the Coordinator.

If you feel your needs have changed since first joining the service, please contact the Coordinator.

You may on the other hand like to provide positive feedback or comments and they can be forwarded to the Shopping Coordinator.

Rights and Responsibilities

As a client you have both rights and responsibilities. Your rights are:

General

- To be treated and accepted as an individual and to have your individual preferences respected.
- To be treated with dignity and with your privacy respected.
- To receive support that is respectful of you, your family and your home.
- To receive support without being obliged to feel grateful to those providing your support.
- To full and effective use of all your human, legal and consumer rights, including the right to freedom of speech regarding your support.
- To be treated without exploitation, abuse, discrimination, harassment or neglect.

Participation

- To be involved in identifying the support most appropriate for your needs.
- To choose the support that best meets your assessed needs from the range of support services available and within the limits of the resources available.
- To participate in making decisions that affect you.
- To have your representative participate in decisions relating to your support if you do not have capacity.

Support

- To receive reliable, coordinated, safe, quality support which is appropriate to your assessed needs.
- To be given before, or within 14 days after you commence receiving support, a written plan of the support that you expect to receive.
- To receive support as described in the plan that takes account of your lifestyle, other support arrangements and cultural, linguistic and religious preferences.
- To ongoing review of the support you receive (both periodic and in response to changes in your personal circumstances), and modification of the support as required.

Your responsibilities are:

General

- To respect the human, legal and industrial rights of workers including the right to work in a safe environment.
- To treat workers without exploitation, abuse, discrimination or harassment.
- Clients should act in a way which respects the rights of other clients.

Support

- To abide by the terms of the written agreement.
- To acknowledge that your needs may change and to negotiate modifications of support when your needs do change.
- To inform Newtown Neighbourhood Centre if you are in receipt of a Home Care Package.
- To accept responsibility for your actions and choices even though some action and choices may involve an element of risk.

Communication

- To give enough information for Newtown Neighbourhood Centre to deliver and review your Service Plan.
- To tell Newtown Neighbourhood Centre about any problems with your support services.

Access

- To provide reasonable notice if you do not require support or a particular service.
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What if I have a concern, what do I do?

If you feel your rights are not being respected or if you have any other concern or complaint about the service you are receiving, you can try the following:

- If you feel comfortable to do so, discuss the situation with the member of staff concerned - this may lead to a quick resolution of the difficulties.
- If the above is not appropriate or fails to sort out the problem, you can contact the Coordinator directly on **9564 7303**.
- If this is unsatisfactory you may wish to speak to the Program Manager or the Chief Executive Officer.
- Alternatively you can write to the Chairperson of the Board at:

C/- Newtown Neighbourhood Centre
P O Box 19
NEWTOWN NSW 2042

- If you are still not satisfied with the outcome you can contact one of the relevant advocacy and external complaint contacts listed below. And you can ask a family member or friend to advocate on your behalf.
 - Aged Care Complaints Commissioner on **1800 550 552** www.agedcarecomplaints.gov.au
 - Seniors Rights Service on telephone **9281 3600**. This service can provide a free, confidential and independent advocate to address your issue.
 - Multicultural Disability Advocacy Association on telephone **9891 6400**
 - Welfare Rights Centre on telephone **9211 5300**
 - Mental Health Advocacy Service on telephone **9745 4277**
 - Indigenous Disability Advocacy Service on telephone **9687 7688**
 - Commissioner for Community Services on telephone **9384 4999**

What happens if I'm not at home when staff visit?

It is important that you let the Coordinator know if you are not going to be home when the shopping bus calls or you are unable to go on that day. If you are unable to contact the Coordinator please ask a relative, friend or neighbour to contact us. Telephone **9564 7303**.

Discontinuation of Service

Client's decision:

- A client may decide to discontinue a service because they have had a change in circumstances after which the service may no longer be appropriate.
- Or they may have become dissatisfied with the service to the extent they decide not to use the service any more.

Newtown Neighbourhood Centre's decision:

- Alternatively Newtown Neighbourhood Centre may withdraw a service for one of the following reasons:
 - The client is no longer eligible for the service.
 - In the agency's opinion, the client no longer requires the service.
 - The client's behaviour has become too difficult for the service to manage.
 - Concerns about the health or safety of the client, agency staff or other clients.
 - The Coordinator assesses that the client requires a more appropriate service and recommends a suitable referral to another service within our organisation.
 - Sometimes the client's support needs are greater than we can provide. If this occurs we will discuss this with you and will arrange a referral to My Aged Care who will organize another service provider who can meet your changing needs.
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What is the role of the Coordinator?

The Shopping Service Coordinator is employed by the Neighbourhood Centre to run the service. The Coordinator is responsible for:

- The work of the staff and volunteers.
- Assessing applications for services.
- Liaising with other agencies.
- Assisting in the evaluation and planning of the service.
- A client referral service.

Funding

The Newtown Shopping Service receives funding under the Commonwealth Home Support Program (CHSP). This program is funded by the Australian Government (Department of Health) and the NSW State Government (Family & Community Services). The aim of the Program is to support the frail aged and their carers to remain living as independently as possible in their own homes. The Newtown Shopping Service acknowledges the financial support it receives for this program.

Telephone Interpreter Service

If you would like to speak to us in your own language you can call the Telephone Interpreter Service to interpret on your behalf

Telephone: 131 450

Alternatively if you call Newtown Neighbourhood Centre we can arrange for the Telephone Interpreter Service to assist you.

NEWTOWN

Neighbourhood Centre

Telephone 9564 7303

Commonwealth Home Support Program CHSP



Family &
Community Services
Ageing, Disability & Home Care