



## THE ITALIAN FESTIVAL CARNEVALE EDITION

This month we celebrate the 41st Anniversary of the Italian Festival Carnevale! The Coordinating Italian Committee has again done an amazing job in organising this year's event and we cannot wait for the festival to begin!

The Italian Festival Carnevale has become one of Adelaide's most iconic Italian events and brings together everything that is 'Italian'. The food and entertainment are a highlight of the event and on show for all members of the community to enjoy. This year the event will take place at the Adelaide Showground on the weekend of the 4-5th November.

Co.As.It. (SA) will be represented at the event, with an information booth open for people to ask questions about aged care and everything we do in the community. In addition, we will be focused on discussing volunteering and how to become a volunteer in the Italian community with everyone who visits the Co.As.It. (SA) information booth. Volunteering SA & NT will also be on hand to discuss volunteering, as we hope to discuss this important topic with as many people as possible! If you are interested in volunteering in the Italian community or just want to say hello, please come and visit the volunteers at the Co.As.It. (SA) and Volunteering SA & NT information booths. We hope you enjoy the event as much as we do!



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# CHARTER OF CARE RECIPIENTS' RIGHTS AND RESPONSIBILITIES

Co.As.It. (SA) is committed to keeping our clients aware of their rights and responsibilities. Please see the Charter of Care Recipients Rights and Responsibilities included for your perusal in this month's newsletter. If you have any further questions regarding this document or would like a version in Italian please contact the Co.As.It. (SA) office.



**Australian Government**  
**Department of Health**

**Charter of Care Recipients' Rights and Responsibilities – Home Care**

*Aged Care Act 1997, Schedule 2 User Rights Principles 2014  
(amended on 1 July 2015)*

**1 Care recipients' rights - home care**

*General*

(1) Each care recipient has the following rights:

- (a) to be treated and accepted as an individual, and to have his or her individual preferences respected
- (b) to be treated with dignity, with his or her privacy respected
- (c) to receive care that is respectful of him or her, and his or her family and home
- (d) to receive care without being obliged to feel grateful to those providing the care
- (e) to full and effective use of all human, legal and consumer rights, including the right to freedom of speech regarding his or her care
- (f) to have access to advocates and other avenues of redress
- (g) to be treated without exploitation, abuse, discrimination, harassment or neglect.

*Consumer Directed Care - choice and flexibility*

(2) Each care recipient has the following rights:

- (a) to be supported by the approved provider:
  - (i) to set goals in relation to the outcomes he or she seeks from home care
  - (ii) to determine the level of ongoing involvement and control that he or she wishes to have in the provision of the home care
  - (iii) to make decisions relating to his or her own care
  - (iv) to maintain his or her independence as far as possible
- (b) to choose the care and services that best meet his or her goals and assessed needs and preferences, within the limits of the resources available
- (c) to have choice and flexibility in the way the care and services are provided at home
- (d) to participate in making decisions that affect him or her
- (e) to have his or her representative participate in decisions relating to his or her care if he or she requests it or if he or she does not have capacity.

*Consumer Directed Care - care and services*

(3) Each care recipient has the following rights:

- (a) to receive reliable, coordinated, safe, quality care and services which are appropriate to meeting his or her goals and assessed needs
- (b) to be given before, or within 14 days after, he or she commences receiving home care, a written plan of the care and services that he or she expects to receive
- (c) to receive care and services that take account of his or her other care arrangements and preferences
- (d) to ongoing review of the care and services he or she receives (both periodic and in response to changes in his or her personal circumstances), and modification of the care and services as required.

*Consumer Directed Care - individualised budget and monthly statement of available funds and expenditure*

(3A) Each care recipient has the following rights:

- (a) to receive an individualised budget for the care and services to be provided
- (b) to have his or her individualised budget reviewed and, if necessary, revised if:
  - (i) the care and services to be provided, or the costs of providing the care and services, change; or
  - (ii) he or she requests the approved provider to review and, if necessary, revise the individualised budget
- (c) to receive a monthly statement of the funds available and the expenditure in respect of the care and services provided during the month.

*Personal information*

(4) Each care recipient has the following rights:

- (a) to privacy and confidentiality of his or her personal information
- (b) to access his or her personal information.

*Communication*

(5) Each care recipient has the following rights:

- (a) to be helped to understand any information he or she is given
- (b) to be given a copy of this Charter
- (c) to be offered a written agreement that includes all agreed matters
- (d) to choose a person to speak on his or her behalf for any purpose.

*Comments and complaints*

(6) Each care recipient has the following rights:

- (a) to be given information on how to make comments and complaints about the care and services he or she receives
- (b) to complain about the care and services he or she receives, without fear of losing the care or being disadvantaged in any other way
- (c) to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern.

*Fees*

(7) Each care recipient has the following rights:

- (a) to have his or her fees determined in a way that is transparent, accessible and fair
- (b) to receive invoices that are clear and in a format that is understandable
- (c) to have his or her fees reviewed periodically and on request when there are changes to his or her financial circumstances
- (d) not to be denied care and services because of his or her inability to pay a fee for reasons beyond his or her control.

**2 Care recipients' responsibilities - home care**

*General*

(1) Each care recipient has the following responsibilities:

- (a) to respect the rights of care workers to their human, legal and workplace rights including the right to work in a safe environment
- (b) to treat care workers without exploitation, abuse, discrimination or harassment.

*Care and services*

(2) Each care recipient has the following responsibilities:

- (a) to abide by the terms of the written home care agreement
- (b) to acknowledge that his or her needs may change and to negotiate modifications of care and service if his or her care needs change
- (c) to accept responsibility for his or her own actions and choices even though some actions and choices may involve an element of risk.

*Communication*

(3) Each care recipient has the following responsibilities:

- (a) to give enough information to assist the approved provider to develop, deliver and review a care plan
- (b) to tell the approved provider and their staff about any problems with the care and services.

*Access*

(4) Each care recipient has the following responsibilities:

- (a) to allow safe and reasonable access for care workers at the times specified in his or her care plan or otherwise by agreement
- (b) to provide reasonable notice if he or she does not require home care to be provided on a particular day.

*Fees*

(5) Each care recipient has the responsibility to pay any fees as specified in the agreement or to negotiate an alternative arrangement with the provider if any changes occur in his or her financial circumstances.

## HOME ASSIST INFO




**ITALIAN FESTIVAL**

CARNEVALE

**04-05**  
**NOVEMBER**  
**2017**

ADELAIDE  
SHOWGROUND

TICKETS AVAILABLE AT THE GATE  
[WWW.CARNEVALE-ADELAIDE.COM](http://WWW.CARNEVALE-ADELAIDE.COM)



**SOUTH AUSTRALIA POLICE**  
KEEPING SA SAFE

**PREVENTING CRIME**

**SAPOL HOME ASSIST PROGRAM**

The SAPOL Home Assist Program is a Commonwealth Home Support Program (CHSP) that is funded by the Australian Government. The aim of the program is to improve home security and personal safety of eligible service users to allow them to remain safely in their homes. SAPOL works together with local Councils, health services and other agencies to support CHSP service users. The South Australian Government supports SAPOL to deliver services to people living with a disability and their carers.

This program is only available for people who are CHSP eligible. To meet the criteria you must be:

- 65 years and over; or
- Aboriginal and Torres Strait Islander (50 years and over); or
- under 65 years living with a disability; or
- carers of people who meet the criteria.


**WHAT SAPOL PROVIDES**

**Free Security Audits** - A police coordinator will visit and conduct a free security audit of your home. You will be given a written document highlighting security issues that could be improved. You will be provided with details for the Home Assist representatives within your local council. You may receive assistance to implement police suggestions.

**Free Group Presentations** - Police will deliver free presentations to groups of 15 people or more. The three presentations are:

- Home Security & Personal Safety:** provides home security and safety tips.
- Safety for Residents in an Aged Care Facility:** provides security and safety advice for residents in aged care facilities.
- Safety in the Client's Home:** aimed at carers and volunteers providing Home Assist services to clients.

For more information or to make a booking for a free Security Audit or Group Presentation, please contact the SAPOL Home Assist Coordinator on 7322 3211.




**HOME ASSIST**

Disclaimer: Although funding for the SAPOL Home Assist Program has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

This publication has been prepared as a public service initiative by South Australia Police and, while every care has been taken in its preparation, no warranty, a given or representation, either expressed or implied, is made regarding the accuracy, currency or fitness for purpose of the information or advice provided and no liability or responsibility is accepted by the State of South Australia, its instrumentalities, South Australia Police and their agents, officers and employees for any loss suffered by any person in consequence of any use and reliance placed by any person upon the said information or advice.

Last updated: 2016



Government of South Australia



# TRAINING SESSIONS

The last few months at Co.As.It. (SA) have seen us run multiple training sessions for volunteers and interested members of the Italo-Australian community. First aid, manual handling and food safety sessions have been offered to volunteers at our social support programs and other members of the community at no cost. These sessions have been conducted either in Italian or with cultural sensitivity to the Italian language, with the assistance of other organisations such as Multicultural Aged Care and St John Ambulance Australia. If you have queries regarding Co.As.It. (SA) training opportunities, particularly with reference to having this information delivered in Italian please contact the Co.As.It. (SA) office for further information.



## ATTENTION! ATTENZIONE!

Our newsletter will no longer be posted in hard copy!

We hope that you understand this decision will not mean the community becomes less informed. In fact, we anticipate that this will allow us to spend more time on delivering outcomes and allow us to work towards a greater online presence!

If you have any queries regarding this change please do not hesitate to email us at [admin@coasitsa.org.au](mailto:admin@coasitsa.org.au) or call the COASIT office on 8223 3311 so that we may assist you.

## COASIT IS ON AIR!



Join us every first  
Tuesday of the  
month on RADIO  
ITALIANA 531 AM  
from 2.30-3.00pm!

## Rimani Informato!

Se avete bisogno di assistenza con questa pubblicazione in italiano si può contattare l'ufficio COASIT su 8223 3311. Aperto Lunedì, Martedì, Giovedì & Venerdì (9.30am - 2.30pm)



**Like CO.AS.IT. (SA) on Facebook!** [www.facebook.com/coasitsa](http://www.facebook.com/coasitsa)

The peak body for Italo – Australians in South Australia – advancing the wellbeing of ageing Italo-Australians with access to information, support, advocacy, services and programs that promote a fulfilling life.



# COMPLIMENTS OR COMPLAINTS

Your compliments or complaints help COASIT offer a high quality of service and we value every person who takes the time to offer us feedback.

How to communicate a compliment or complaint:

- Speak to your social support program Volunteer Coordinator
- Call COASIT directly and speak with a staff member on 8223 3311
- Call COASIT and request to speak to one of our staff members in person
- If you prefer, send us your feedback in writing

All compliments and complaints are important to us and can be made anonymously. Our COASIT contact details are:

- **Phone: 8223 3311**
- **Email: [admin@coasitsa.org.au](mailto:admin@coasitsa.org.au)**
- **Address: 262a Carrington Street Adelaide SA 5000**

All formal complaints must be made in writing to the email or postal details shown above. The COASIT Client Satisfaction Feedback Form also provides formal opportunity to provide this feedback.

All complaints are acknowledged in writing by COASIT.



If you prefer to make an external complaint please contact the Aged Care Complaints Commissioner on:

**1800 550 552** or visit their website for further information:  
**[www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au)**



## MY AGED CARE

Advertisement

Australian Government |  **myagedcare**



**Find the help you need with myagedcare**

If you're finding it harder to do the things you used to, you might need a bit of support at home. The Australian Government's myagedcare phone line and website can help you to:

<b>Access services to support you with:</b>	<b>Find information in one spot on:</b>
<ul style="list-style-type: none"><li>• <b>Transport</b> (e.g. appointments and activities)</li><li>• <b>Household jobs</b> (e.g. vacuuming and preparing meals)</li><li>• <b>Modifications to your home</b> (e.g. hand rails, ramps)</li><li>• <b>Nursing and personal care</b> (e.g. help getting dressed, help shaving)</li></ul>	<ul style="list-style-type: none"><li>• <b>Different types of services</b> (in home support, short-term care, aged care homes)</li><li>• <b>Your eligibility</b></li><li>• <b>Your contribution to the cost</b></li><li>• <b>Organisations that provide aged care</b></li></ul>

Connect with myagedcare on **[www.myagedcare.gov.au](http://www.myagedcare.gov.au)** or **call 1800 200 422**

\*1800 calls are free from land lines; calls from mobile phones might be charged.

Authorised by the Australian Government, Capital Hill, Canberra

Like CO.AS.IT. (SA) on Facebook to stay up to date with the latest news & events!  
**[www.facebook.com/coasitsa](http://www.facebook.com/coasitsa)**

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**CO.AS.IT.SA**

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