

WELCOME TO SERBIAN SOCIAL SERVICES AND SUPPORT INC.

Dear Consumer,

We would like to **welcome** you to our organisation and give you some information on what services we will be providing to you.



Any new consumer needs to be registered through My Aged Care (MAC) and once we receive your referral, we will contact you, and during the conversation we will determine if you are eligible for our services. Once we have completed our verbal assessment there will be a few forms to sign and some pamphlets will be given to you in a useful starter pack that we will provide to you.

Once all forms have been completed (e.g., Assessment, Care Plan, Consents etc.) and signed you will become our registered consumer.

Every month you will receive a roster (with the date, time, and location) of group activities. These activities are called Social Support Group – SSG. We will also include some current information regarding COVID-19 or any changes that are currently happening in My Aged Care and all of this will be sent directly to you. All our consumers are our members as well and we charge an annual membership fee of \$10.



Social Support Group (SSG) activities include outings, excursions, lunches etc. and Social Support Individual (SSI) activities will provide services such as taking you to your doctor’s appointments, shopping, or visits at home. For SSI activities it will be up to you to call us and arrange the day, time and location of your appointment or shopping.

Social Support Group (SSG) Fees /Client contribution:

Lunches	\$5.00 per lunch
Excursions	\$5.00 per excursion

Social Support Individual (SSI) Fees /Client contribution (where applicable):

Shopping	\$3.00 per trip
Coming to the office, for referrals, or counselling	\$3.00 per visit
Medical appointment	\$3.00 per appointment
Staff visiting client at home, hospital, or another place	\$3.00 per visit
Phone Calls for welfare checks	

*Prices exclude GST

Your privacy is respected, and personal information is kept confidential.

To be able to appoint your medical treatment decision maker, you must be an adult and have decision-making capacity to do so. Whoever you choose should be someone you trust to respect your values and preferences. The 'Appointment of medical treatment decision maker' form is available for download on the website

You may use an advocate of your choice to contact us on your behalf. This may be a family member, friend, or advocacy service. Our agency will accept advocates as representing your interests.

We encourage you to file a complaint if you do not like how things are being done, if you disagree with a decision made, or if you believe that your confidentiality and privacy has been breached. Feedback from you is important in ensuring that services continue to meet your needs and for ensuring the ongoing quality of the program. The Manager will take steps to ensure that you feel comfortable to continue accessing the service after making a complaint.

If after approaching the staff member, Manager and Members of the Management Committee, the issue is still not resolved, the consumer can contact these departments/organisations:

The Health Services Commissioner on:

Administration – Level 26, 570 Bourke Street, Melbourne, Vic, 3000

Phone: 1300 582 113

Complaints about health service

Phone: 1300 582 113

The Privacy Commissioner:

Phone: 1300 666 444

The Equal Opportunity Commission on:

Information Line & Lodging a complaint Level 3, 204 Lygon Street, Carlton, Vic, 3053. Mon-Fri 9am-12.30pm and 1.30pm-4.30pm

Phone: 1300 292 153 or (03) 9032-3583

Email: equiries@veohrc.vic.gov.au

The Office of the Public Advocate on:

Level 1, 204 Lygon Street, Carlton, Vic, 3053,

Phone: 1300 309 337

Older Persons Advocacy Network on:

Phone: 1800 700 600

Please feel free to call us and discuss any issues you have.

Once more welcome to SSSS Inc. we hope our services will give you the social support and great friendships with your peers.

Kind Regards,

Staff & Volunteers from SSSS Inc.

Phone: 03 9356 4555 / 03 9793 2100

Office Hours:

St Albans:	Mon-Fri	9:00am – 5:00pm
Dandenong:	Mon, Tue	9:00am – 4:00pm
	Wed	9:00am – 4:30pm



The starter pack includes:

1. Charter of Aged Care Rights form (English & Serbian)
2. List of Serbian speaking doctors, lawyers, and nursing homes with Serbian speaking staff
3. COVID-19 Grief and trauma support services brochure
4. Feedback Questionnaire
5. MAC brochure
6. Program for Elderly and Isolated People of Serbian Origin brochure
7. Roster for SSG (current)
8. Medical Treatment Decision Maker
9. Advance Care Planning Australia
10. Manager and Assistant Manager Business Cards

