



## **WELCOME TO SERBIAN SOCIAL SERVICES AND SUPPORT INC.**

Dear Clients,

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 client 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/welcome pack that we will provide to you.

Once all forms have been completed (e.g., CHSP Service Agreement, Assessment, Care Plan, Statement of Rights, Consents etc.) and signed you will become our registered client.

At the beginning of every month, you will receive a roster (with the date, time, and location) of our group activities. These activities are called Group Social Support. We will also include some current information regarding other services or any changes that are currently happening in My Aged Care and all of this will be sent directly to you.



All our clients are our members as well and we charge a voluntary annual membership fee of \$10.

Group Social Support activities include outings, excursions, presentations etc. and Individual Social Support activities will provide services such as taking you to your doctor's appointments, shopping, calls or visits at home.



### ***Group Social Support Fees /Client contribution:***

Group gatherings at community centers	\$5.00 per gathering
Excursions, picnics	Will be advised

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

Accompanied Activity – e.g. Shopping assistance	\$5.00 per activity
Individual Social Support – e.g. Visiting	\$0.00 per visit
Digital education and Support	\$0.00 per call

\*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 [Advance care planning forms \(health.vic.gov.au\)](http://Advance care planning forms (health.vic.gov.au)), and is part of our Welcome Pack.

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:

- ***Older Persons Advocacy Network for free, confidential, and independent information or support on:*** 1800 700 600
- ***Contact My Aged Care*** to discuss concerns and raise a complaint if needed on 1800 200 422 or write to: My Aged Care Complaints PO Box 1237 Runaway Bay QLD 4216
- The client can call 1800 951 822 for an ***anonymous complaint***, Email: [info@agecarequality.gov.au](mailto:info@agecarequality.gov.au) or send a letter to: Aged Care Quality and Safety Commission, GPO Box 9819, Melbourne VIC 3001.

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 social support and great friendships with your peers.**

Kind Regards,

***Staff & Volunteers from SSSS Inc.***

***Phone: 03 9356 4555 / 03 9793 2100***

***Office Working Hours:***

<b>St Albans:</b>	<b>Mon-Fri</b>	<b>9:00am – 5:00pm</b>
<b>Dandenong:</b>	<b>Mon, Tue</b>	<b>10:00am – 5:30pm</b>
	<b>Wed</b>	<b>10:00am – 3:00pm</b>



## Welcome pack includes:

1. Statement of Rights (English & Serbian)
2. Code of Conduct (English & Serbian)
3. CHSP Service Agreement
4. Feedback Questionnaire
5. SSSS Inc Complaints and Whistleblower Policy
6. SSSS Inc. Client Contribution Policy
7. Welcome to Serbian Social Services and Support Inc. (English & Serbian)
8. Program for Elderly and Isolated People of Serbian Origin brochure (English & Serbian)
9. Roster for Group Social Support (current if applicable)
10. Medical Treatment Decision Maker (English & Serbian)
11. Manager and Assistant Manager Business Cards
12. List of Serbian speaking doctors, lawyers, and nursing homes with Serbian speaking staff
13. Useful numbers for seniors
14. Termination of Service Agreement
15. Other available services (Nurse-on-call, Relationships go wrong, COVID-19 Grief and trauma support services brochure)

