

Would you like help along the pathway to accessing CHSP services?

It is OK to have someone you know and trust be with you and support you for the In Home Assessment and to speak for you on the telephone to the My Aged Care operator.

You will need to speak to the operator to identify who you are and to give verbal consent for someone else to speak for you.

Njernda staff who can help you access CHSP services

The HACC PYP and CHSP team

Robert Russell
0402 311 672

Janice Day
0403 124 174

Medical staff
Garry Giles
0354806252

Feedback

We like to hear feedback from our clients, as this is the best way for us to determine if we are meeting our objective of providing a high quality service. You are most welcome to either leave a written comment or approach the staff at Njernda about any matter you would like to discuss. If you are unhappy about any aspect of our Service, then the matter is best dis-

NJERNDAS' VISION Empowering our Aboriginal Community

NJERNDAS' PURPOSE

Njernda's purpose is to deliver community controlled, holistic services and programs which improve the physical, emotional, cultural and spiritual wellbeing of the Aboriginal Community of Echuca and surrounding areas.

Njernda will do this by:

- Regularly providing opportunities for Community members to come together for socialisation and to celebrate being Aboriginal.
- Continuing to support Aboriginal people every day.
- Supporting our Elders / mentors / role models to provide leadership and direction to our children and young people, to help them become strong in culture, spirit and Community, and to enhance future generations.
- Delivering services in a safe environment.
- Promoting self empowerment and self determination.
- Using continuous improvement strategies to ensure that Community can access the best evidence based programs.

NJERNDAS' VALUES

At all times the Njernda Aboriginal Corporation will endeavour to:

- act in such a way that others are treated with respect, empathy, compassion, fairness,
- justness and cultural sensitivity.
- act professionally
- maintain confidentiality
- be accountable
- be informative and helpful
- approach their work with passion and commitment
- maintain a sense of humour

"We respectfully acknowledge the Yorta Yorta Nation as the traditional Owners of the land of the communities that the Njernda Aboriginal Corporation service"

Njernda Aboriginal Corporation

CHSP Commonwealth Home Support Program

This brochure aims to explain the eligibility and application process for the Njernda Aboriginal Corporations' Commonwealth Home Support Program (CHSP)

Updated Nov 2017

Background

As of 1st July 2016 Njerndas' existing HACC services became 2 quite separate programs; HACC PYP for younger people, *this will be explained in a separate brochure* and CHSP—the Commonwealth Home Support Program. CHSP is the “care at home” part of the Australian governments My Aged Care services.

CHSP will provide **entry level support** for these people who are living at home to help maximise their independence.

CHSP services can improve your well being and help you stay independent.

Are you eligible to Access Njernda CHSP ?

Njerndas' Commonwealth Home Support Programme (CHSP) target group is Aboriginal or Torres Strait Islander people aged over 50 years old **or** non-Aboriginal people aged over 65, who do **NOT** have an aged care or disability support package and who need help with regular activities to be able to better manage living at home.

What Services are Available?

Some of the longer term services may be
Personal Care

- help getting dressed
- help with shopping

Transport

Modification to your home like rails or ramps

Nursing, physiotherapy and other care

Meals

Household jobs

- cleaning
- gardening
- small maintenance

Equipment like walking frames

Social activities

Respite

Some of the short term care services can be for times when you are recovering from an accident or illness, including after a hospital stay.

When you have had a setback and want to get your independence back

When you or your carer needs a break (respite care)

Njernda does not offer the full range of CHSP

support activities listed above, Njernda staff can help you to access the services you need.

How to Access Services.

Call My Aged Care on 1800 200 422

You will be asked some questions to help work out your needs and care arrangements-this will take at least 10 minutes

You will need your Medicare card

In Home Support Assessment

My Aged Care will arrange for a face to face assessment, usually in your home

With your consent, your care needs and eligibility for service will be assessed. They will work with you to develop a support plan which addresses your needs, goals and preferences

Costs

My Aged Care or the service provider can tell you if you will need to pay a fee for services. You may need to have a financial assessment.

- *Currently Njernda does not charge fees for services, there may be a cost for equipment*

Choose services

Your in home assessor can help you find a service provider(s) in your area that meet your needs

The My Aged Care website—Service Finder can help you locate and compare service providers in your area.

[http://www.myagedcare.gov.au/service-finder?](http://www.myagedcare.gov.au/service-finder?tab=help-at-home)

[tab=help-at-home](http://www.myagedcare.gov.au/service-finder?tab=help-at-home)

Call My Aged Care on 1800 200 422

Njernda Aboriginal Corporation

Njernda Medical

GP services

Aboriginal Health Practitioner

Midwife/Nurse

Drug and Alcohol Worker

Social and Emotional Wellbeing

Dentist

Dietician

Optometrist

Paediatrician

Podiatrist

Councillors

Psychologist

Diabetes Educator

Audiologist

Speech Pathologist

Family Services

Stronger Families

Integrated Family Services

Koori Kids Program

Placement Support for Out Of Home Care

Aboriginal Family Led Decision Making

Targeted Care Packages

Senior Advisor Cultural Planning Officer

Kinship Care

Family Violence

Community Engagement

Community Justice

Youth Justice

Pastoral Services

Bringing them Home

Drug & Alcohol Councillor

SAAP Housing

Housing and Maintenance

HACC Program for Younger People

Commonwealth Home Support Program

Yakapna Healing Centre

Family Residential Program

Baroona Youth Healing

Youth Residential Program

Warma Gym

Berrimba Child Care

Pre School

Kindergarten

Best Start

Cradle to Kinder

Confidentiality

Your records are confidential documents. It is policy to maintain security of personal information at all times. This information is only available to authorized members of staff and/or other service providers, with clients permission.

Translating & Interpreter Service Can be arranged

1300 131450

Vic Complaints & Commissioner 1800 136066

Complaints and grievances forms are available at medical reception