

YOUR RIGHTS

What you can expect from our service:

- To be respected for your individual human worth, dignity and privacy.
- To be assessed for access to service without discrimination
- To be informed about available services.
- To involve and advocate of your choice.
- To privacy and confidentiality.
- To view any information about self held by the service.
- To refuse the service.
- To be reassessed at a later date without discrimination.

COMPLAINTS AND DISPUTES

If the client/carer believes that their rights are not being respected or you have a complaint or concern about the service being received, the client/carer and or an advocate can:

Discuss the situation as soon as possible with the Program Coordinator, as this may quickly resolve the problem.

If this is not satisfactory, you can contact the following:

Centre Manager

Kogarah Community Services Inc. (KCS)
Phone: **9546-4811**

The KCS Management Committee

PO BOX 466
27 Joffre Street,
South Hurstville, NSW, 2221

For further complains can be made to the:

Community Services Commissioner

Phone: 1800 060 409 / 9384 4999

For further information, please call the Coordinator:

Program Coordinator: Trinidad Montalvo

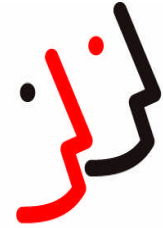
Telephone: 9546 –5766



Aged Care Services Office Fax: 9545 5718
or Main Office Fax: 9546 1877

Kogarah Community Services Inc.
Aged Care Services
NESB Dementia Monitoring and Support Service
1A Short Street, South Hurstville, NSW. 2221

The office is open: **Monday 8:30 am to 12:30pm.**
Wednesday-Thursday 8:30 am. To 5:00pm.
Friday 8:30 am. to 12:30 pm.



Kogarah

Community Services Inc.

AGED CARE SERVICES

**NESB Dementia
Monitoring and
Support Service**

Phone: 9546-5766



Home and Community Service

NESB Dementia Monitoring and Support Services

What is the purpose:

This is a HACC community based project that provides home-based practical and emotional support and dementia monitoring for those people from Non – English Speaking Backgrounds (NESB) in the community who



are socially isolate aged living with dementia or related symptoms and younger disable people with dementia.

Kogarah

Community Services Inc.

The program provides culturally and linguistically appropriate service to the

following languages, Greek, Arabic, Macedonian, Chinese, Italian and Spanish in St. George Area that is Kogarah, Hurstville and Rockdale local government areas.

The service aims to assist NESB frail aged and younger disabled living with dementia to remain at home as long as they can, preventing inappropriate or premature admission to residential care

When can someone be referred:

When carers feel they need this service or when referred by:

- Family
- Local GP's
- Calvary Hospital Assessment Team (CRAG'S)
- Local Ethnic Services and Church
- Community Health Services
- Community Options
- Home and Community Care Services (HACC)

Cost:

A fee of \$ 5per visit is charge for these services and Need to be a member of our organization to utilise our services. (Annual Membership)

NESB Dementia Monitoring and Support Services

Who is eligible:

Persons who are socially isolated frail aged and younger disabled who suffer from dementia or memory problems and are living in St. George area, Kogarah, Hurstville and Rockdale Local Government Areas.

Carers of dementia suffers including:

- Immediate family
- Relatives and /or
- Friends

How do we provide our service:

- Carefully matched bilingual community support workers to NESB client.
- Providing a flexible service with practical options to meet special requirements.
- Assisting person living with dementia to maintain living skills.
- Giving support to carers and supporting them in their role
- Complementing existing services or linking with other services.

Translation and Interpreting Service (TIS)



Community Services Inc.

If you have difficulty in speaking or understanding English, please call 131450.

State the language you speak and ask them to contact the service :

Program Coordinator - Trinidad Montalvo on 9546 5766

NESB Dementia Monitoring and Support Services

Types of assistance provide

Minor Housekeeping

- Washing and drying dishes
- Hanging out bringing in washing from the line

Shopping

- Purchase of minor items essential for daily living e.g. Bread, milk, etc.
- Prescriptions

Personal Care

- Assist with minor grooming, e.g.. Hair, face and hand washing, etc.

Other ways home visitors can assist

- Provide companionship
- Paying accounts, reading and writing letters
- Food and fluid intake monitoring and supervision
- Organise or make appointments with other services and take the person if necessary e.g. doctor, tests, etc.
- Take the person for a walk.
- Talk with you and see if there is any changes to your support needs

