



# South Eastern Community Connect

## Contact Us

**South Eastern Community Connect**

Shop 84, Eastlakes Shopping Centre  
Eastlakes NSW 2018

Monday - Friday: 9:00am — 5:00 pm

T 02 8338 8506   F 02 8338 8506

[www.secc.sydney](http://www.secc.sydney)   [secc@secc.sydney](mailto:secc@secc.sydney)



✉ Shop 84, Eastlakes Shopping Centre  
Eastlakes NSW 2018

📞 T 02 8338 8506   F 02 8338 8502

✉ [secc@secc.sydney](mailto:secc@secc.sydney)

🌐 [www.secc.sydney](http://www.secc.sydney)

**Services User Handbook  
Aged and Disabilities 2016**

# Who we are & what we do

We are a charity, here to support the community and the people who live in it.

For 38 years, our services have given independence, well-being and quality of life to families with young children, the elderly, people with a disability, people from a multicultural background and the socially disadvantaged.

The Centre works in a community development framework and upholds the principles of social justice, access, equality, equity, respecting diversity, participation and human rights for all people.

Our staff and volunteers provide a range of services for our aged and disability

service users to maintain and restore a sense of well-being, belonging and independence, including;

- Carer respite
- Dementia Day Centre
- Social support
- Shopping assistance
- Food services
- Social outings
- Transport
- Home visits
- Social groups
- Recreational classes

## Our area of operation

Services are available for residents of Botany, City of Sydney, Marrickville , Randwick, Waverley and Woollahra LGAs.

Some services are limited to special needs groups, groups such as CHSP

# Useful numbers

My Aged Care	<b>1800 200 422</b>
Aged Care Complaints Commissioner	<b>1800 550 552</b>
Translating and Interpreting Service	<b>131 450</b>
Commonwealth Department of Health	<b>1800 020 103</b>
Police – Fire— Ambulance	<b>000</b>
Kingsford Legal Centre	<b>9385 9566</b>
Australian Hearing	<b>1300 412 512</b>
Vision Australia	<b>1300 847 466</b>
National Disability Insurance Agency	<b>1800 800 110</b>
Bayside Council (formerly Botany Bay)	<b>9366 3666</b>
City of Sydney	<b>9265 9333</b>
Inner West Council (Marrickville)	<b>9335 2222</b>
Randwick City Council	<b>1300 722 542</b>
Waverley City Council	<b>9369 8000</b>
Carers NSW	<b>1800 242 636</b>
Prince of Wales Hospital	<b>9650 4000</b>

# Your opinion matters

Your feedback is important to us. It helps us ensure that our services continue to meet your needs, which may change over time. It also helps us plan our services as an organisation.

Feedback concerning difficulties with the service,

ways to improve the service or positive feedback on specific aspects of the service should be briefly recorded in writing and reported to the Executive Officer. Feedback from other organizations is also encouraged.

## My Aged Care

This service is established by the Australian Government to help you navigate the aged care system, give you choice, more control and easier access to a full range of aged care services.

As of the 1st of July 2015, new service users who are aged 65 years or older need to register with MAC if they would like to use any aged care services.

**To make a referral to SECC please contact MAC and nominate us as a preferred service provider.**

[myagedcare.gov.au](http://myagedcare.gov.au)    1800 200 422.

(Commonwealth Home Support Programme) and CCSP (Community Care Supports Program). Some are limited to specific geographical areas.

Our staff will meet with each new service user to determine eligibility and ensure we provide you with the best possible services and the right referral.

## Cost of our services

We do not run our services for profit, however, some services may incur a small fee to help us cover the cost of the program. You will be informed of the cost of a service at the time of your inquiry.

If you are having difficulty in meeting the cost of a service please contact the office to discuss the matter.

## How we are funded

South Eastern Community Connect is a registered charity.

Our services are funded by donations from the community and grants from Local, State and Federal Government Agencies including;

- City of Sydney Council
- Transport for NSW
- NSW Department Family and Community Services/ Aged, Disability and Home Care
- Commonwealth Department of Health

## Our Mission

Supporting the community by providing services, programmes and advocacy to eliminate barriers,



enhance social inclusion and to improve quality of life.

## Our Philosophy

South Eastern Community Connect believes in;

- The right of people to make their own choices in their own lives
- The right of people to dignity, respect, privacy and confidentiality
- The right of people to be valued as individuals
- The right of people to
- access services on a non-discriminatory basis
- The right of the community to safe and reliable services

## The Objectives

- To uphold access, equity and social justice principles that promote and uphold co-operation, respect, reconciliation, rights relationships and responsibilities between and for all people.
- To undertake advocacy, lobbying, consultation, information, empowerment and other community development roles, including those that raise awareness of issues of community interest.

to support wellbeing and a healthy mind. We offer sewing, languages and tai chi classes, social groups and groups for speakers of community languages.

## The Cottage

South Eastern Community Connect runs a dementia day centre, 'The Cottage', in Rushcutters Bay. Service users visit to engage in activities that stimulate cognitive performance and encourage social interaction.

## We speak your language

Our staff and volunteers speak many community languages, including Spanish, Russian, Greek, Vietnamese, Cantonese, Mandarin, Italian and Farsi and come from a range of cultural backgrounds.

Find the social support network that is right for you—at South Eastern Community Connect.



## **One-to-one shopping**

For many of our seniors or those living with disability the weekly shopping is a struggle.

From tiny writing on packaging to heavy bags at the checkout, this weekly chore can pose many challenges.

Our support workers can help by accompanying our service users to the shops and lend a pair of eyes, ears and hands.

## **Help with banking and bills**

We can help keep finances in order and make sure bills get paid on time by transporting you to the bank or post office. Through this services our service users have the peace of mind that banking and bills will always be addressed on time.

## **Social outings**

Access to social activities enriches the lives of many of our service users. We provide transport and company on our own bus and organise lunch at the destination of our weekly day trips.

## **Home visits**

Many seniors and people living with disabilities in our community, especially when house bound, suffer from social isolation. Human interaction, someone to share a laugh or just someone to listen and check in regularly is vital for the well-being of all of us.

One of our volunteers can visit you free of charge, provide company and support to break through loneliness and isolation.

## **Classes & Groups**

Nothing like keeping busy and keeping great company

- To develop, resource, assist and support local community initiatives that identify and address needs.
- To provide affordable flexible, responsive, efficient, effective and appropriate services to people living and working in the South Eastern Suburbs of Sydney.
- To ensure such services are delivered to people who may be in need and / or disadvantaged socially, economically, geographically culturally and / or by sex, age, disability, ill-health / marital status, gender status, and for the relief of hardship, distress and isolation.

## **The Board of Directors**

We are managed by a

community based Board of Directors, that is elected every year. This Board is responsible for developing policy and overseeing the operation of the centre.

The Board is elected from the members of the organisation, and new members can be nominated and elected to the Board should they wish to.

## **Volunteers**

Volunteers are people who give their time to help South Eastern Community Connect and our service users.

They visit service users at home, go with them to their medical appointments or help pack food deliveries.

The Centre recognises the valuable contribution to the service made by volunteers and actively encourages

their participation because it;

- Enables volunteers to contribute to their community.
- Provides the opportunity for work experience and the development of new skills.
- Enhances the range of services available by the Centre and the community.
- Allows for wider community participation in the service.

## Your Rights

All service users, staff and volunteers of South Eastern Community Connect have the right to feel safe and be treated with dignity and respect.

Behaviour that is offensive, abusive or threatening will

not be tolerated and may result in a service user being excluded from our services. Similarly, should a service user appear to be under the influence of alcohol or illicit drugs that may pose a risk to either client or staff safety or to the ability of the service carried out staff may decide to refuse a service in that situation.

You have the right to;

- Be provided with information about our



## The right service *for you*

We provide a range of services for our elderly and disabled community members to maintain and restore a sense of well-being, belonging and independence.

### Flexible Carer Respite

Caring for an elderly or disabled loved one is deeply rewarding for many carers, but it also comes with stresses and demands that, over time, can take their toll.

In-home carer respite is a great way to break up the routine at home.

Qualified respite workers visit service users in their home and spend time with the elderly person or a person with disability, allowing the carer to time to look after themselves, run their errands or attend

appointments.

It is a great way for everyone to have a break and revive, and it is vital to relieve the stresses on the carer.

### Food services

For those who cannot lift and have trouble getting to the grocer, we offer a fruit & vegetable delivery service.

We hand pick the produce, pack it and deliver it straight to our service user's kitchen bench. And if desired, we'll even cook it with you!

### Medical companions for support

Visits to the specialists can be worrying. Many of our service users choose to go with one of our volunteer medical companions. Your companion can give you support and ensure you get to your appointment safely and on time.

# Commonwealth Programmes

## Commonwealth Home Support Programme

The Commonwealth Home Support Programme (CHSP) supports frail older people and their carers so they can continue living in their homes and communities.

## Community Care Supports Program

The Community Care Support Program (CCSP) provides support for younger people who have permanent functional disability and their carers, who live in the community and are at risk of premature or inappropriate admission to residential care.

### Eligibility

To be eligible for these programmes you must be a frail older person, a person with a disability or the carer of a frail older person or person with a disability. These are Commonwealth and State funded programmes and we are required to assess service users to determine their eligibility, need for assistance and priority for service provision.

In some cases a programme will already be serving its maximum number of people. We can either place you on a waiting list until a vacancy arises or refer you to another organisation.

services and how they can be accessed.

- Make choices regarding services provided.
- Confidentiality and privacy to the fullest extent we can lawfully provide.
- Be informed on how and why we keep information about you and how and when you can access that information.
- Receive high quality, safe, fair, respectful and affordable services based on your needs and delivered without discrimination.
- Receive accurate, relevant, easy to understand information which is delivered in a timely manner.
- Give us feedback at any time.
- Make a complaint and expect that we will respond promptly, fairly and with sensitivity. Please ask our staff for information about our Complaints Procedure.
- Assistance to meet the needs you have recognised and identified.
- Every Service User has the right to receive a service that encourages and fosters their independence.
- Every Service User and/or (with the Service User's permission) their carer, has access to all information about themselves held by the Organisation.
- In cases where a Service User has a legal

- guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements.
- Service Users and/or (with the Service User's permission) their carers, will be involved in decisions about their assessment and care plan. They will



- be made aware of all the options available, and any fees to be charged.
- Service Users will be made aware of the standard of service which they can expect. Services will be provided in a safe manner which respects the dignity and independence of the Service Users, is responsive to the social, cultural and physical needs of the Service Users and the needs of the carer.
- Service Users' access to services will be decided only on the basis of need and the capacity of the Organisation to meet that need.
- Service Users have the right to refuse a service and refusal will not prejudice their future access to services.

or in person.

5) The Chairperson or Executive Officer will then take steps to confirm the allegations. The Board will as soon as possible and within twenty one [21] days deal with the matter. The Board will then advise the complainant within seven [7] days.

All complaints are private and confidential.



## Privacy and Confidentiality

South Eastern Community Connect will ensure that the privacy and confidentiality of all people who use our services will be maintained and will only disclose information with the permission of the person and for the purposes of ensuring that people are receiving the services they need.

People can at any time withhold and / or withdraw their consent for materials to be held by South Eastern Community Connect and have the right to refuse referral of that information.

## Complaints Procedure

You are entitled to complain about any aspect of the service you use, without any fear of missing out on this service.

### 1) You may:

- Raise the issue directly with the Worker, Coordinator or Executive Officer
- Write, telephone or email the Worker, Coordinator or Executive Officer.
- Write to the Board of Directors of SECC.
- Write to or telephone the NSW Ombudsman. Level 4, 580 George Street, Sydney NSW 2000  
Tel: 9286 1000 Fax: 9283 2911

- Contact the Aged Care Complaints Scheme to raise your concerns if you are 65 and over or a Aboriginal and Torres Strait Islander aged 50 and over.

- Write to: Aged Care Complaints Commissioner GPO Box 9848 Sydney NSW 2000;  
Online:  
[agedcarecomplaints.gov.au](http://agedcarecomplaints.gov.au)  
Tel: 1800 550 552

2) All complaints will be recorded and investigated.

3) People can call upon a personal advocate to complain on their behalf.

4) The person making the complaint will be given the opportunity to fully set out the issue, where and when it occurred. This can be done by telephone, in writing, email

- Service Users have a right to complain about the services they are receiving without fear of retribution.

- Complaints by Service Users will be dealt with fairly, promptly and without retribution. The Service User may involve an advocate of their choice to represent his/her interests.

- Service Users' views will be taken into account in the planning and evaluation of the Organisation.

- Service Users can nominate an Advocate to speak on their behalf.

- Service Users' rights to privacy and confidentiality will be respected.

## Your Responsibilities

- Service Users should act in a way which respects the rights of other Service Users and Team Members.
- Service Users need to take responsibility for the results of any decisions they make including the choice not to make a decision.
- A Service User should let the organisation know if he/she is not going to be at home when Team Members are due to visit.
- Service User should respect the confidentiality of information about other Service Users and Team Members which they may obtain whilst using services.
- Service Users are to play their part in helping our

- Team Members to provide them with services.
- Service Users should inform the Organisation of any significant change in their circumstances.

#### **Access**

South Eastern Community Connect will endeavour to ensure that people are not excluded from access to services on the grounds of their gender, marital status, religious or cultural beliefs, political affiliation, particular disability, ethnic background, age, sexual preference, inability to pay, geographical location or circumstances of their carer.

South Eastern Community Connect will endeavour to ensure that services are available to frail elderly people and people with disabilities and their carers

living within the Botany, City of Sydney, Marrickville, Randwick, Waverley and Woollahra LGA'S without discrimination. Access to services will depend mainly on the resources available to South Eastern Community Connect, especially finances and the target groups defined by Government Departments providing funding for specific purposes.

#### **Refusal of service**

People will sometimes request a service and it is refused. This can be for a number of reasons such as limited resources, lack of funding, because the service is full or you live outside our area. This refusal will not affect future requests and you can reapply for service at any time without prejudice.



#### **Can someone else speak on my behalf?**

South Eastern Community Connect supports the use of advocates as people authorised by service users to represent their needs and negotiate for them.

People can use an advocate of their choice to act on their behalf. This can be a family member, friend or someone from another service who can act as an advocate for the person.

We can negotiate times for appointments with specialists, hospitals,

government services, other agencies and assist people in any way we can, representing them and their interest to secure the best possible outcome.

#### **Carers**

Some people, being frail aged or having a disability have carers who assist them. People can have their carers with them at the time of service delivery without incurring an additional charge.

#### **Use an Interpreter**

Should you need the services of an interpreter in your dealings with South Eastern Community Connect you can contact TIS to assist you in communications with us.

Telephone Interpreter Service (TIS) is a free call:  
13 14 50