

## Feedback

The City of Playford is always looking for ways to improve the Home Assist program and encourages client to provide us with feedback on the service.

This feedback can be directed to the coordinator by telephone on 8256 0355 or in writing to:

Playford Home Assist Coordinator  
12 Bishopstone Road  
Davoren Park SA 5113

## Community Services



Telephone: 8256 0355  
8256 0377

Email: [playford@playford.sa.gov.au](mailto:playford@playford.sa.gov.au)

Post: 12 Bishopstone Road  
Davoren Park SA 5113

[playford.sa.gov.au/homeassist](http://playford.sa.gov.au/homeassist)

Last updated February 2018



## Home Assist Program



The City of Playford Home Assist program offers services to eligible people to assist them to maintain their independence by providing one off or short term services.

### **Eligibility**

For residents aged 65 years and over and 50 years and over for Aboriginal and Torres Strait Islander people, contact

**My Aged Care— phone 1800 200 422**

For residents aged under 65 years, on a disability pension, contact

**Home Assist— phone 8256 0355**

### **Home Assist services**

Home Assist provides the following services:

- Domestic assistance
- Shopping, banking, or medical appointment assistance
- Respite and personal care
- Minor home maintenance and safety modifications
- Security advice and installation
- Transport

### **Fees**

Some Home Assist services incur a small fee. Clients are required to meet the cost of all materials. Home Assist services does not include financial support of any kind.

### **Home Assist transport services**

Home assist provides the following transport services to eligible City of Playford residents. All transport is reliant on availability of volunteers and suitable vehicles.

### **Shopping Transport**

A bus picks up people from their homes, takes them to a shopping centre and drops them off. The bus returns two hours later to a designated spot, picks up the shoppers for their return trip home.

Bookings are required in advance.

Volunteers are available to assist you with shopping if requested.

### **Shopping lists**

For less-mobile clients, a volunteer will pick up their shopping list and cash, shop for their grocery items, pay bills and deliver groceries and receipts back to them.

### **Deliveries**

Frozen mini-meals can be ordered by phone on 8256 0355. If you require delivery, remember that drivers do not carry change.

### **Medical appointment transport**

Medical transport is available within the City of Playford between the hours of 9am and 4pm. Please book at least two days in advance.

### **Social day groups**

Community Services Social Inclusion Day group clients are transported to their programs from 8.30am and home again at 2.30pm.

To see if you are eligible for these services phone 8256 0355.

All services are subject to availability of vehicles and volunteers

A waiting list may apply for these services Please book in advance to avoid disappointment

Provision of support is based on priority of need and availability of resources

### **Volunteering in the programs**

The City of Playford acknowledges the valuable support and contribution of community volunteers in its programs.

If you would like to volunteer, contact the Home Assist office at the Grenville Hub.