



## Customer Information Handbook

# Positive Ageing Services

LIVING  
LIFE TO  
THE  
FULLEST



# Acknowledgement of Country

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We acknowledge and pay our respects to the Kurna people, the traditional custodians whose ancestral lands we gather on. We acknowledge the deep feelings of attachment and relationship of the Kurna people to country and we respect and value their past, present and ongoing connections to the land and cultural beliefs.



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# City of Playford Community Vision

“Playford is the city of opportunity, supporting the community’s hopes and aspirations to be vibrant, thriving and sustainable. It provides an enviable lifestyle that is connected, healthy, happy and proud, where each individual can take advantage of the many opportunities offered, making the city **prosperous, liveable and happy.**”

## Prosperity

Playford will be a thriving City with the right conditions for people to be able to take advantage of the many opportunities on offer to prosper as individuals and communities

## Liveability

A diversity of lifestyle choices will be on offer based on being connected, well-planned and attractive with the appropriate infrastructure and services to support a village type atmosphere for both urban and rural living

## Happiness

A sense of happiness will pervade the city, brought about by a satisfaction with the opportunities that are present to work, live and play in a flourishing environment.

## Delivering on the vision

Ensuring Smart Service Delivery that provides for the changing needs and expectations of our diverse community, delivering the services they require. Making the most of our communities existing strengths, talents and diversity, as well as working smarter to connect our community with each other to contribute to overall community wellbeing and the economic life of the city.

## Community Inclusion Service Delivery Commitment

In addition, Community Inclusion are committed to service delivery that is inclusive and does not discriminate by:

- Treating all customers with dignity and respect with full and effective use of their human, legal and customer rights when receiving our services.
- Supporting action to address perceived and/or actual barriers to accessing and receiving care and services from us.
- Delivering culturally safe care and services, acknowledging differences, being actively aware and respectful of these differences.
- Listening to and respecting our customer’s views, choices, and decisions even if they may involve an element of risk.
- Communicating with customers in a form and language that is accessible to them.
- Respecting and maintaining customer privacy and confidentiality.
- Guaranteeing those providing services are appropriately, screened, skilled and qualified

## Programs and Services

City of Playford provides a range of programs and services for older people delivered by the Community Inclusion team. Programs and services are provided in home, out and about in the community and from a number of centre-based locations across the city including:

- Grenville Hub – 6 Playford Boulevard, Elizabeth
- John McVeity Centre - 182 Peachey Road, Smithfield Plains
- One Tree Hill Institute - One Tree Hill Road, One Tree Hill
- Playford Men's Shed – Precinct @ Coventry, Coventry Road, Smithfield Plains
- Virginia Institute - Old Port Wakefield Road, Virginia

Programs and services are provided with funding support from the Commonwealth Government Department of Health, and State Government Department of Human Services. This funding is provided under the Commonwealth Home Support Program (CHSP) and Home and Community Care (HACC) Program to support older people to live independently, well, and connected to their local community. Eligibility criteria applies for funded services as follows:

### **Home and Community Care Program (HACC)**

People under 65 years, or in the case of Aboriginal or Torres Strait Islander people, those under 50 years of age, who live with a functional disability and require low to medium level support and who are not eligible to receive the same supports from other service systems such as the National Disability Insurance Scheme (NDIS), Mental Health Programs (MHPs), My Aged Care and Palliative Care.

### **Commonwealth Home Support Program (CHSP)**

Residents aged 65 years and over / 50 years and over for Aboriginal and Torres Strait Islander people and in receipt of a referral through My Aged Care (MAC).

Existing consumers of the former Commonwealth HACC services who are grandfathered to continue receiving their current level of support

CHSP is not designed for older people with more intensive or complex care needs. People who need ongoing high intensity care are outside the scope of this program.

### **Non-Funded Services**

Older people not eligible for funded services are still able to access some of the programs and services provided by the Community Inclusion Team. Eligibility for non-funded services is for older residents with low level support requirements living in City of Playford.

# Programs and Services

## Programs and Services include:

### Centre based and out and about Social Support and Meals

- Centre based day activity programs
- Centre based respite programs
- Culturally specific programs
- Dancing
- Dementia specific programs
- Digital literacy and IT connect
- Dog Walking
- Fitness classes
- Friendly visiting
- Health, safety and wellbeing information, education and support
- Meals and refreshments dine in
- Meals home delivered and take away frozen-meals
- Men's health and wellbeing
- Mindfulness
- Outings and excursions
- Recreation and Leisure activities
- Social connections and support services
- Therapy services
- Weekend and evening events and more

# Programs and Services

## Home Assist and Transport

Short term or one-off services to assist people to remain living safely and independently in their own home including:

- Community Passenger Network transport - medical and other essential appointments
- Domestic Assistance
- Garden Maintenance (basic gardening to maintain safety and independence)
- Home Maintenance (basic and safety related)
- Home Modifications (safety related)
- Shopping support
- Transport – shopping, social and medical appointments within City of Playford

All Home Assist and transport services require a referral through My Aged Care and must be booked in advance. Wait times may apply for some services.

# Fees and Charges

## Cost and Payment of Services

Community Inclusion programs and services incur a small fee dependent on the type of service. All fees and any requirements to meet the cost of materials or labour for home maintenance and modification services will be discussed during service intake and planning.

Information about individual fees and payment methods is available from the program coordinator and is published in each of our program brochures and on the City of Playford website.

If a programmed activity requires additional fees to cover external venue entry fees or other costs this will be discussed with you and agreed as part of the activity planning process and will be included on the program/schedule provided to you in advance of the activity.

If there is any ongoing increase to customer contributions, you will be notified advance and details of the increase provided with a notice period of not less than 30 days.

## Inability to pay

In accordance with the City of Playford Community Inclusion Consumer Contribution Policy inability to pay will not be used as a basis for refusing a service to people who are assessed as requiring the service.

City of Playford Community Inclusion recognises that there will be times when customer may be unable to pay the whole or part of the customer contribution due to financial constraints. This inability to pay will not preclude or prejudice consumers from receiving a service. If you are unable to pay part, or all of, the customer contribution due to financial hardship you may be able to negotiate a reduced or suspended fee. Contact the program coordinator who can make these arrangements with you and will ensure confidentiality is maintained at all times.

## Non-attendance fees

City of Playford Community Inclusion recognise that you may need to cancel a service for a number of reasons some of which will be planned and others that may be due to an emergency situation. It is important that you provide as much prior notice of cancellation of a service as possible or charges may be applied as follows:

- Notice of cancellation of a service must be provided prior to 3pm the day before service is due to be delivered
- A non- attendance fee for CHSP services may be charged to the value of the customer contribution fee.
- In the event of non-attendance due to emergency or exceptional circumstances, non-attendance fees may be waived. The decision as to whether or not a non-attendance fee will be waived is to be made in discussion with the program coordinator.
- Repeated cancellations without notice may result in suspension or cessation of the service.



# Refusing, Withdrawing or Cancelling a Service

## Refusing or withdrawing a service

Customers have the right to refuse or withdraw from a service at any time. Refusal or withdrawal will not prevent customers from receiving new services nor affect the quality of care in existing services.

## Appeals Process

Customers being offered a service have the right to refuse the service or appeal a service decision without it affecting their future service provision. Customers wishing to appeal a service decision can do so by contacting the program coordinator either by phone, in person or in writing and following the City of Playford Complaints and Feedback Policy and procedure available from the program coordinator or on the City of Playford website at [www.playford.sa.gov.au/council/contact-us/feedback-and-complaints](http://www.playford.sa.gov.au/council/contact-us/feedback-and-complaints)

## Exiting a Service

A person may leave City of Playford services for a number of reasons or circumstances. If exiting a service it is requested that wherever possible prior notice is given either in writing or by talking to the program coordinator.

City of Playford acknowledges that exiting a service can be a stressful process for people using the service as well as their family/carers. City of Playford Community Inclusion ensures that an exit occurs in a professional, planned and collaborative manner. Customers exiting a service will be provided with opportunity to discuss the reasons for exit with the program coordinator and will be provided with information and linkage to My Aged Care and/or other services as appropriate.

## Service cancellation

Scheduling of services is discussed and agreed as part of the intake and ongoing review process. Once service bookings are confirmed you will be notified of the details by phone or in writing.

If a planned service needs to be rescheduled or cancelled you will be provided as much prior notice as possible either in writing or by phone. If the person providing your service is running late for a scheduled appointment you will be notified.

If you need to cancel or reschedule a service for any reason please contact the coordinator as soon as possible or cancellation fees may apply as above.

# Aged Care Quality Standards & Service Delivery Principles

All programs and services for older people provided by City of Playford Community inclusion are delivered in accordance with the Aged Care Quality Standards and Service Principles

## Aged Care Quality Standards

**The Aged Care Quality Standards comprise 8 standards as follows:**

1. Consumer dignity and Choice
2. Ongoing Assessment and Planning
3. Personal and clinical care
4. Services and support for daily living
5. Organizations service environment
6. Feedback and complaints
7. Human Resources
8. Organisational Governance

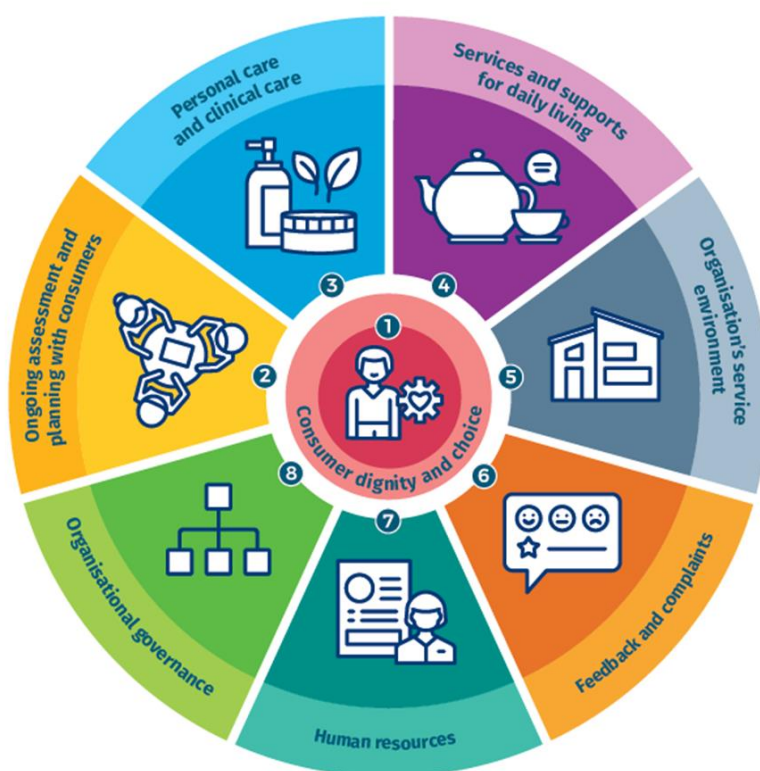
**All of which govern the way services are provided to ensure:**

- The delivery of quality and safe services within the framework of the core requirements of the Standards and the broader regulatory framework of Australian Government subsidised aged care services in the community.
- All customers are treated with dignity and respect, with their identity, culture and diversity valued.
- Customer consent to receive services is a prerequisite for all service delivery.
- Each person's opportunity to maximise his or her capacity and quality of life is promoted through:
  - Being client-centred and providing opportunities for each customer to be actively involved in addressing their goals
  - Focussing on retaining or regaining customer's functions and psychosocial independence
  - Building on the strengths, capacity and goals of individuals
- Services are tailored to the unique circumstances and cultural preferences of each person, their family and carers.
- Services are delivered in line with a customer's support plan to ensure their needs are met and a focus on customer outcomes
- Responsive service provision for an agreed time period and with agreed review points
- Support for community and civic participation that provide valued roles, a sense of purpose and confidence

# Aged Care Quality Standards & Service Delivery Principles

- Development and promotion of strong partnerships and collaborative working relationships between the customer, their carers and family, support workers and Regional Assessment Services
- Development and promotion of local collaborative partnerships and alliances to facilitate customer's access to responsive service provision
- A consumer contribution policy is in place and publicly available
- Customer contributions for services are established and delivered with the customer prior to delivering any services
- Services are delivered within high quality administration and management policies, processes and practices and strong financial and contractual stewardship
- Data and information management informs evidence-based decision making
- Continuous learning and innovation

A full list of all of the Standards and their requirements including further information and information in other languages can be found on the Aged Care and Quality Safety Commission website.





# Customer and Carer Rights and Responsibilities

City of Playford Community are committed to upholding the Charter of Aged Care Rights as follows, a signed copy of which will be provided and explained to all customers upon entry to our services for older people.

## Charter of Aged Care Rights

### I have the right to:

1. Safe and high-quality care and services;
2. Be treated with dignity and respect;
3. Have my identity, culture and diversity valued and supported;
4. Live without abuse and neglect;
5. Be informed about my care and services in a way I understand;
6. Access all information about myself, including information about my rights, care & services
7. Have control over and make choices about my care, personal and social life, including where the choices involve personal risk
8. Have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. My independence
10. Be listened to and understood;
11. Have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. Complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. Personal privacy and to have my personal information protected;
14. Exercise my rights without it adversely affecting the way I am treated.

As part of the Aged Care Charter of Rights it is also recognised that along with Rights come Responsibilities where City of Playford as service providers can expect customers to:

- Respect the rights of staff, volunteers and other care recipients to their human, legal and industrial rights including the right to a safe environment
- Treat staff, volunteers and other care recipients without exploitation, abuse, discrimination or harassment
- Allow safe and reasonable access for in home workers at the times specified or otherwise by agreement
- Respect staff's rights by not smoking near them and keeping pets away as appropriate for safety and health reasons
- Give enough information to assist the service provider to develop, and review, a care and service plan

## Customer and Carer Rights and Responsibilities

- Abide by the terms of my care and service plan agreement
- Tell the service provider and their staff about any problems with the care and services
- Provide reasonable notice if a service is no longer required
- Pay any fee as specified in the agreement or negotiate an alternative arrangement with the service provider if any changes occur in my financial circumstances
- Provide enough information for the service provider to determine appropriate level of fee

Copies of the Charter including in alternate languages can be obtained from the Commonwealth Aged Care Quality and Safeguarding Commission website.

### Carers

When providing services, the important and unique role of carers is recognised as per the Commonwealth Carer Recognition Act 2010 and SA Carers Recognition Act 2005. Service delivery wherever possible will consider the impact on carers and where appropriate work in partnership with carers by:

- Recognising carers as individuals with their own needs, within and beyond the caring role
- Understanding that the relationship between a carer and the person they care for needs to be respected and honoured
- Recognising the role of carers by including them in the assessment, planning, delivery and review of services that impact them and their role as carers
- Taking into account the views and needs of carers along with the views, needs and best interests of the people they care for when decisions are made that impact on carers and the role of carers

Full copies of Carer rights and legislation and more information for carers can be found at the following websites.

<https://www.dss.gov.au/our-responsibilities/disability-and-carers/publications-articles/carers-recognition-act-2010-guidelines>

<https://www.sa.gov.au/topics/care-and-support/carers/carers-rights-and-legislation>

## Service Plans and Reviews

All customers receiving funded services will have a written, signed care plan developed in consultation with them and outlining their agreed services, costs, individual goals, needs, preferences and risks and mitigating strategies. As customers you are pivotal in the development of your service plan which is used to inform your ongoing service delivery.

You will be provided with your individual service plan and a copy will be kept in your confidential personal file for reference by the coordinator and relevant service delivery staff as appropriate. A copy of your care plan is also available at point of service delivery to guide workers delivering services to you, stored in a secured location.

### Care Plans include your

- Personal information
- Emergency Procedures
- Individual goals
- Agreed services/supports to be delivered – how and when
- Any individual support needs and preferences
- Risks and Mitigating Strategies
- Individual Safeguard Rating
- Costs involved in services
- Information and referrals required to any other services/ organisations as appropriate

Service/care plans are reviewed at least annually, or as required if there are identified changes to your circumstances or support requirements.

Regular Interim reviews of your progress towards achieving goals is also conducted through phone reviews and surveys to facilitate your ongoing involvement in the design and delivery of services and ensure continuous improvement and responding to changing circumstances where your needs may change or in response to an incident.



## Information Provision

We will ensure that all information provided to you along your service delivery journey is timely, relevant culturally appropriate and in a format you can understand. It is our commitment to ensuring every customer is provided with all of the information they require for a safe and positive experience to meet their needs.

If you have any questions or concerns about the level or quality of the information provided, please contact a program coordinator or manager.

## Obtaining, Storing and Sharing Customer information

Information is collected about customers throughout their service access journey. This information helps to ensure a personalised experience to meet your individual choices, needs and goals, and to maintain customer safety. All information collected in relation to you as a customer of our services must be:

- Obtained and shared only with your consent (refer below re exceptional circumstances)
- Informative and relevant to achieving your service requirements and goals or to support service improvement
- Recorded and reported accurately and timely
- Factual and objective
- Confidentially maintained and stored
- Kept up to date

## Privacy, Confidentiality and Access to Personal Information

In the provision of services within City of Playford Community Inclusion services for older people we will have access to personal and sensitive information about you as customers.

In line with the legislation and standards governing the provision of services to older people we are required to:

- Respect and maintain the privacy and confidentiality of customers at all times.
- Only use customer's personal and sensitive information for the purpose for which it was collected
- Ensure appropriate written consent for the sharing of customer's personal information is obtained from the customer at intake and reinforced verbally prior to the passing on of personal information
- Ensure customers are informed that their consent to pass on personal information can be withdrawn by them at any time without it affecting their service
- Ensure all personal and sensitive information about customers is securely stored at all times
- Ensure customers are informed of their rights regarding access to their personal information
- Ensure appropriate documentation is implemented so that a record is made when information is shared or refused (with or without the client's consent).

## Information Sharing Guidelines

It may be necessary in some circumstances such as reporting Critical Incidents to share customer's information without consent where:

- we are obliged by law to disclose information regardless of consent or otherwise
- it is unreasonable or impracticable to gain consent or consent has been refused and
- the disclosure is reasonably necessary to prevent or lessen a serious threat to the life, health or safety of a person or group of people.

In these situations the program coordinator or manager will take the appropriate action in accordance with the relevant legislative frameworks and information sharing and reporting guidelines.

A Critical Incident is described as any actual or alleged event or situation that occurs as a result of or during delivery of services and has caused or is likely to cause significant negative impact to the physical or mental health, safety or wellbeing of a customer.

# Complaints, Feedback & Advocacy

## Complaints and Feedback

City of Playford strive to maintain the highest standards and encourage feedback as an opportunity for improvement. We recognise the importance of transparency in decision making and the need to provide a fair and objective procedure for managing complaints and feedback. Complaints can be raised without fear of retribution or impact on the amount or quality of services delivered.

We actively seek feedback via our ongoing evaluation and review process, but this should not restrict you from providing complaints, feedback or comments at any time. Complaints and feedback can be provided to a manager or staff member in person, over the phone, in writing or, email.

City of Playford has a complaints handling policy that all complaints are managed in accordance with. Contact us if you would like a copy of this policy or go to the Council website.

If you are not satisfied with the way a complaint has been managed or would like an advocate to support you in the complaints process a list of external complaints agencies and advocates is listed at the back of this book.

## Advocacy

If at any time you need support to understand your rights or that your rights are not being upheld, then an advocate can be used to assist you. An advocate can be a primary carer; a family member, friend or neighbour; another service provider; staff (except if there is a conflict of interest), a person employed as an advocate with a specialised advocacy service, employees of government departments.

Key external complaints and advocacy services include Aged Rights Advocacy Service, Disability Advocacy and Complaints Service, SA Office for the Ageing, Office of the Ombudsmen, Health and Complaints Commissioner and Disability Rights Advocacy Service.

Contact information for these and other useful services are provided at the end of this handbook.



## Incidents

Incidents are acts, omissions, events or circumstances that occur or could occur during or in connection with the provision of care and services, or the alteration or withdrawal of care and services, that cause harm, either physically or emotionally, to a worker, consumer, or other stakeholder. Incidents also include acts, omissions, events, or circumstances that have caused or could cause damage to property, the environment, material or cause public alarm.

In connection with the provision of care and services includes incidents which have occurred during providing care and services, or due to the provision of care and services. It includes incidents which occur from a failure to provider care and services.

Reportable Incidents: are alleged, suspected or actual incidents which have occurred in connection with service delivery, where the person affected by the incident is a consumer, of severity that must be reported to the Commission. This includes but is not limited to:

- Unexpected death.
- Unexplained absence from care.
- Unreasonable use of force.
- Psychological or emotional abuse.
- Neglect.
- Unlawful sexual contact or inappropriate sexual conduct.
- Stealing or financial coercion by a staff member; and
- Inappropriate use of restrictive practices

If something like this happens to you, please advise your program coordinator or manager immediately, the staff will first check that you are okay, talk to you about what happened and work with you to sort out the issue.

Staff must record all incidents in their incident management system. Recording when something *nearly happened* or when someone *suspects* something happened is important too. So, they can learn from this incident and improve our practices

As part of the governments introduction of **Serious Incident Response Scheme (SIRS)** we are required to report the Aged Care Quality and Safeguards Commission if an incident occurs while we are delivering services.

# Managing Risks and Safety

## Open Disclosure

City of Playford is committed to providing safe, and high-quality care environment that supports your needs, but sometimes things can go wrong which cause unintentional harm to you. Open disclosure is the process of providing an open, consistent approach to communicating with consumers and their representatives following an incident or complaint.

### Open disclosure includes:

- Apologising to you for what went wrong
- Explaining the known facts
- Listening to your experience
- Explaining how it may affect you and your care
- Explaining the steps being taken to prevent it happening again.

### Your rights during the Open Disclosure process include:

- Being told what went wrong with your health care, how it happened, how it may affect you and what is being done to make your care safe
- Having the opportunity to share your experience and participate to improve the quality of care and health services
- Ask questions and be involved in open and honest communication
- Provide feedback or make a complaint without it affecting the way you are treated

## Screenings

Everyone working within City of Playford Services for older people is required to have a National Police Clearance that is not more than three years old.

If working in programs or services with additional funding agreement requirements or involving provision of services to people from other vulnerable groups, additional screenings are also required as follows:

- NDIS Worker Screening Check
- Working with Children Check

## Staffing and Training

All staff and volunteers delivering services hold the necessary qualifications and licences to meet any statutory requirements related to their role and are suitably trained and equipped to fulfil their roles to meet the standards and ensure their own safety and wellbeing and that of our customers.

# Managing Risks and Safety

## Health and Safety

Everyone involved in City of Playford services for older people is responsible for ensuring an environment to achieve Zero harm. All relevant legislation, policies and procedures related to health and safety must be adhered to at all times, all risks must be assessed, appropriate risk control measures implemented including use of Personal Protective Equipment (PPE) and incidents involving risks of injury or harm reported.

If you see a hazard or are aware of a risk to injury or personal safety alert a staff member as soon as possible who will take appropriate action.

All program worksites have a trained First aider in attendance who will be the first responder in the event of sickness or injury including contacting an emergency contact and/or calling an ambulance as appropriate.

## Duty of Care

When delivering services we have a duty of care to our customers (and others in the general community when working within a community environment) to protect people from harm. Duty of care is breached if a person behaves unreasonably or fails to act (which can also be unreasonable in a particular situation). Harm can fall under any or all of these four headings:

- Physical
- Mental
- Emotional
- Financial

Duty of Care means that while you are participating in our programs and services we must do everything reasonable to take care of your safety and well-being at all times. Taking responsibility and action to eliminate or minimize risks and ensure safety where injury or harm is foreseeable.

If you don't attend a service that was booked with us and haven't let us know you needed to cancel, we have processes in place to ensure you are safe and well. We will try and call you and then ring your emergency contact if we still can't reach you. If you are still unable to be reached and your care planning documents identify that you are at higher risk, we will contact Emergency Services who may gain entry to your home to conduct a welfare check and take on responsibility for any further response as required.



# Managing Risks and Safety

## Dignity of Risk

We also understand that you have the right to make informed choices and take advantage of opportunities to support you in achieving your wellness and independence goals. In doing this you may choose to take calculated risks.

As service providers we are under obligation to ensure duty of care is fulfilled, and appropriate risk assessments and safeguards implemented while still supporting you to fulfil your desired goals.

“Safeguards are measures that aim to minimise the risk of harm to a person or from a person, protect their right to be safe and empower them to have choice and control over their lives (KPMG, 2012).”

“Safeguards should occur with minimal restriction to a person’s choice and control, recognising their ability to take risks and make mistakes” (Commonwealth of Australia, 2012).

## Infection Control

City of Playford will take all steps necessary to prevent and control the spread of infections through sound infection management, such as cleaning, sanitizing, isolating infectious causes or customers, and applying standards and precautions to prevent transmission and minimize the risk of transmission.

As we move towards living COVIDSafe, it is important that you stay at home if you feel unwell for the health and safety of yourself and others. Customers who present with cold like symptoms such as sniffles, coughs etc. can be asked to go home.

## Hot weather

All vehicles and venues for Community Inclusion programs are fully air-conditioned and therefore services will continue to be delivered on hot days. However, if the temperature is expected to reach 32 degrees or above some activities and outings may be cancelled or altered for an activity more suited to the conditions. Coordinators will notify you in advance if this is to occur.

Clothing needs to be appropriate for the weather conditions, ensuring that a shirt with sleeves and a collar as well as a hat and sunscreen are worn when working outside.

## Catastrophic and Extreme Weather conditions

To increase our preparedness for extreme climatic conditions and to ensure the Community Inclusion Team are able to effectively respond to service demand on CFS declared fire danger rating days, a Fire Danger Preparedness Management Plan has been developed.

This plan will be enacted by Program Coordinators and managers in accordance with CFS declarations and warnings including contacting you and everyone involved in the services as appropriate to provide information and communication about any required action.

For information about CFS declared fire danger rating days you can go to the CFS website.

# Volunteering

## Volunteering

City of Playford acknowledges the support and contribution of volunteers who are integral to the provision of quality services for our community.

Volunteering also provides opportunities for people to develop skills and take an active role within the community.

**Volunteer roles that are offered in our programs and services for older people include:**

- Drivers
- Drivers assistant
- Shopping assist
- Gardeners
- Administration support
- Kitchen/café
- OP shop
- Reception and welcome desk
- Activities assistant
- Events
- Fitness leaders
- Entertainers/Choir
- Dog walkers
- Friendly Visitors

All volunteers must adhere to the City of Playford policies, procedures and the code of conduct and must undergo relevant Police Screening.

If you are interested in volunteering in any of our programs please contact us and ask for the volunteer coordinator

## City of Playford Contacts

**City of Playford**\_\_\_\_\_08 8256 0333

**Service Cancellation & Home Assist**\_\_\_\_\_08 8256 0355

**Programs and services**\_\_\_\_\_08 8256 0333

**Grenville Hub**\_\_\_\_\_08 8256 0377

**John McVeity Centre**\_\_\_\_\_08 8480 0100

**One Tree Hill Institute**\_\_\_\_\_0459 105 045

**Playford Men's Shed**\_\_\_\_\_0480 143 584

**Virginia Institute**\_\_\_\_\_08 8256 0500

**City of Playford email**\_\_\_\_\_playford@playford.sa.gov.au

**Postal Address**\_\_\_\_\_12 Bishopstone Road, Davoren Park 5113

**City of Playford website**\_\_\_\_\_playford.sa.gov.au

**Feedback**\_\_\_\_\_playford.sa.gov.au/council/contact-us/feedback-and-complaints

## Contacts for Other Services

### TIS (Translating & Interpreting Services)

General Enquiries\_\_\_\_\_1300 575 847

To pre-book a service (quote code C004781)\_\_\_\_\_1300 655 081

**Aged Care Quality and Safety Commission**\_\_\_\_\_1800 951 822

**Adult Safeguarding Unit**\_\_\_\_\_1800 372 310

**My Aged Care**\_\_\_\_\_1800 200 422

**Aged Rights Advocacy Service**\_\_\_\_\_08 8232 5377

**Carer Gateway**\_\_\_\_\_1800 422 737

**National Dementia Helpline**\_\_\_\_\_1800 100 500

### Aged Care Quality and Safety Commission

[agedcarequality.gov.au/consumers/standards/resources](https://agedcarequality.gov.au/consumers/standards/resources)

[agedcarequality.gov.au/consumers/consumer-rights](https://agedcarequality.gov.au/consumers/consumer-rights)

### Country Fire Service

[cfs.sa.gov.au/site/home.jsp](https://cfs.sa.gov.au/site/home.jsp)



