

Privacy and confidentiality

Maintaining peoples privacy and confidentiality is a **must**.

No one wants to find that their personal details have been shared without their consent, and there may be legal consequences for disclosing someone's information without consent.

It is important to refrain from discussing people you assist in the project with anyone other than your supervisor or a health professional already involved in that persons care.

There are exceptions. You may be required to disclose information due to legal or safety reasons. If you are unsure check with your supervisor.

Supporting the carers

Carer stress impacts the carer, the person they are caring for, and sometimes other people in their community

There is support available for carers at Neighbourhood house, Central Highlands Rural Health Social Worker or Welfare Worker, Carers Gateway at www.carergateway.gov.au
Phone: 1800 422 737

Supporting you the volunteer

If you don't feel comfortable for any reason you can still support the person by getting someone else who can be there for them. You can ask another volunteer, or go to Neighbourhood House for support. You can access CHRH employee assistance program. Neighbourhood Centre manager will ensure you get to debrief, please let them know what's happening.

Support is here for you

If you are challenged or have a distressing event, or are just feeling a bit overwhelmed, make sure you chat with your supervisor, or utilise the Employee Assistance Program which is available for people from Central Highlands Rural Health.

Contact numbers for Neighbourhood Houses/Centres and Central Highlands Rural Health in your town.

Clunes

Neighbourhood House
Lana De Kort | Manager
5345 4078

Clunes

Central Highlands
Rural Health
5345 9750

Creswick

Neighbourhood Centre
Chrissy Austin | Manager
5345 2356

Creswick

Central Highlands
Rural Health
5345 9100

Daylesford

Neighbourhood Centre
Danny Liversidge | Manager
5348 3569

Daylesford

Central Highlands
Rural Health
5321 6500

Trentham

Neighbourhood Centre
Richard Goodman | Manager
5424 1354

Trentham

Central Highlands
Rural Health
5421 7200

Living and ageing well in Hepburn

A volunteers
guide to supporting
people in the living and
ageing well program



Dja Dja Wurrung Country



My Aged Care (MAC)

My Aged Care (MAC) is here to help people to stay in their own home by providing support if people need it.

If the person you are supporting is 65 years or older, 50 years or older for Aboriginal or Torres Strait Islander people, and they need help at home, in the community, assistance around aged care, respite or allied health therapy, My Aged Care might be appropriate.

To contact My Aged Care Call 1800 200 422 or visit www.myagedcare.gov.au

If the person you are supporting needs help to contact My Aged Care call 1800 200 422. The My Aged Care staff can talk you through the process – they can arrange an assessment. They will need some information from the person. The person needs to be with you to give the My Aged Care staff permission to talk to you.

You will need a private space, a phone with a speaker, the person with you to give consent, The persons Medicare card, and plenty of time.

If you have difficulties accessing My Aged Care or the person has complex needs, hand over to Neighbourhood House, or Central Highlands Rural Health (Daylesford Reception 5321 6500).

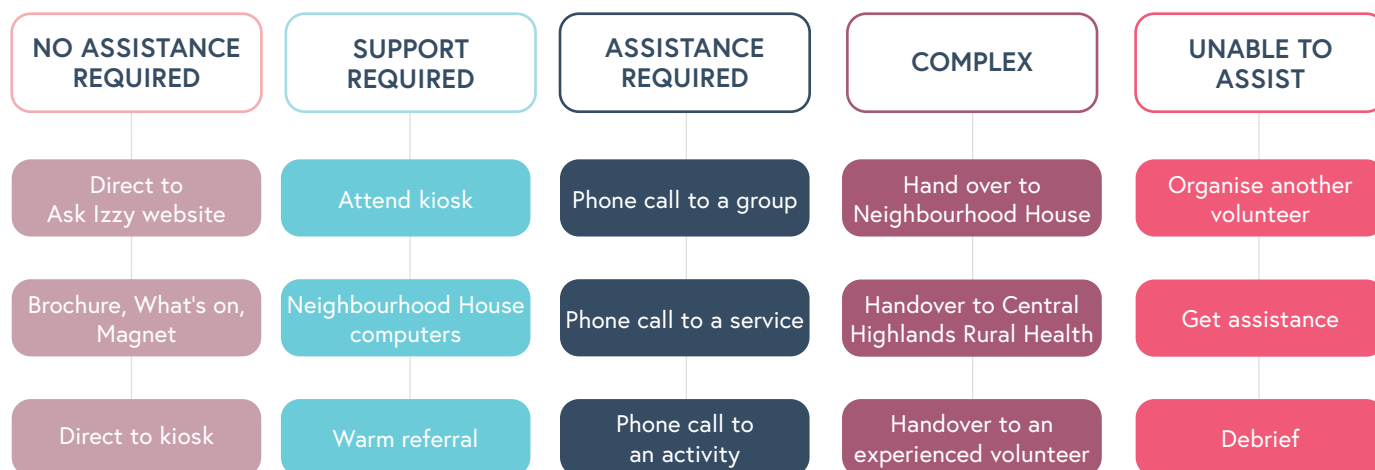
Ask Izzy



When you click on a kiosk iPad the home page will open. You will then see the link to Ask Izzy. Touch the icon, this will open the Ask Izzy home page. Type in which ever activity or group you wish to see then follow the prompts. If you can't find an activity (example guitar lessons) try a broader search (music). People can access Ask Izzy from their own computers or smart devices at www.askizzy.org.au

Volunteer guide to decision making

Level of support required



Financial, Housing, Food

There may be times when people need financial assistance. This might be for food, medicine, bills, wood for heating, transport and more. Neighbourhood House can link people to support often referring to:

- Anglicare - 1800 809 722
- CAFS - 1800 692 237
- Wintringham - 1800 825 955

Social Workers and Welfare workers at Central Highland Rural Health can link people to support.

CHRH reception at Daylesford are Services Australia agents and can connect people to Centrelink.

Other parts of the role

As relationships with other organisations are growing, make sure you stay connected. Keep in touch with the health professionals you meet and maintain the networks that help you fulfil your role.

- Update Ask Izzy listings.
- Update and maintain the spreadsheet of local community activities.
- Attend regular volunteer meetings.
- Catch up with volunteers in other towns as nominated.
- Update community boards.
- Complete data details.