



Policies and Procedures

Privacy

Care Options is committed to protecting the confidentiality of your information. The privacy of your information is also protected by law. Care Options will treat your information in the strictest confidence and store it securely. If you have any questions about what happens to your information, please call Care Options on 1300 552 935.

Contributions

Everyone receiving assistance from the Seniors Assistance Fund is asked to contribute ten per cent towards the cost. This makes it possible to continue providing assistance to other senior residents in the City of Melville. Care Options will send you an invoice for the agreed contribution towards payment.

Grievance Resolution

Care Options is committed to ensuring:

- All service recipients and their carers are free to lodge grievances, to have those grievances dealt with promptly and fairly by the agency, and to have those grievances resolved in a satisfactory manner if possible.
- You may choose to have a friend, family member or professional representative assist you in lodging your complaint. This is called an Advocate, and the Advocate may speak and act on your behalf.

Supporting an Age-Friendly Melville

The Seniors Assistance Fund is related to outcomes from the Age-Friendly Melville strategy, *Directions from Seniors 2010-2012*.

Many activities, events, opportunities, initiatives and actions are in operation or being progressed across the City for seniors in the community. To find out more, please call 1300 635 845 or visit www.melvillecity.com.au/seniors.

Seniors Assistance Fund Contacts

To find out more about the Seniors Assistance Fund, please contact the SAF Coordinator.

Toll Free: 1300 552 935
Main Phone: (08) 9550 7888
Fax: (08) 9527 6372
Email: saf@careoptions.org.au
Web: www.careoptions.org.au



Age-Friendly Melville

Seniors Assistance Fund

Administered on behalf of the
City of Melville
by Care Options



The Seniors Assistance Fund was set up to address gaps in services for seniors living in the City of Melville.

The Seniors Assistance Fund offers a choice of short term or one-off support services to seniors living independently in the community or living in residential care within the City of Melville.

Short Term Services

- Domestic assistance
- Personal care
- In home and residential respite
- Social support including shopping assistance
- Meal preparation
- Continence aids
- Transport

One-Off Assistance

- Occupational therapy including rails or other essential aids
- Home maintenance including gardening
- Other items to help address safety concerns



Eligibility Criteria

A senior can make direct contact with the Seniors Assistance Fund Coordinator to see if they are eligible for assistance. The following eligibility criteria apply:

- The applicant must be a senior
- The applicant must be a City of Melville resident
- All avenues of alternate funding must be considered by the applicant
- No payments will be made retrospectively to the applicant

Referrals

Referring agencies such as Melville Cares, Volunteer Home Support, Silver Chain, or ACAT and others involved in assisting seniors are asked to complete a Seniors Assistance Fund referral form and are responsible for any follow up services.



City of Melville Suburbs

Alfred Cove
Applecross
Ardross
Attadale
Bateman
Bicton
Booragoon
Brentwood
Bull Creek
Kardinya
Leeming
Melville
Mount Pleasant
Murdoch
Myaree
Palmyra
Willagee
Winthrop

