

My Aged Care

My Life • My Family • My Way • My Kefi

I have choices to help me live a life with kefi.

As I grow older together with family I can make informed decisions that suit my needs and make my life happier, healthier and re-vitalised.



GOC Care

Aged • Disability • Community



Kefi (Κεφι)

A Greek word and concept, difficult to explain completely accurately, is the love of life. It's the joy, the happiness and the passion weaved into daily life.

Life without kefi is like food without flavour.

Greek people often talk about *finding their kefi* or searching for a 'positive experience' even in the most difficult of times.

The purpose of this booklet is to inform you how in your time of need, you can find your kefi with the help of community and residential based aged care programs, services and facilities that are subsidised by the Australian Government, to ensure affordability for all people.

Contents

Haroula & Costa's Story Community Home Support Program (CHSP)	1
Photini's Story Home Care Packages (HCP) Level 2	2
Nikko's Story Home Care Packages (HCP) Level 3	3
Andoni's Story Residential Care	4
Aged Care Pathways	5
Additional Information & Helpful Links	6



Haroula & Costa's Story

Community Home Support Program (CHSP)

Haroula and Costa live in Mt Gravatt, Brisbane. They have two children. Daughter, Helen lives in Melbourne and son, Minas lives in Brisbane. Minas owns a take-away business in the city. He tries to visit his parents once a week after work in the evenings and on Sundays.

Haroula suffers a lot of pain from osteoarthritis. She feels frustrated and depressed that she can't do as much as she used to do. Costa stays home more to help her with household duties, shopping and cutting up vegetables for their meals.

In June last year, Costa was hospitalised for three weeks due to a fall. Although Minas invited his mother to come and stay with him and his family until Costa returned home, she preferred to stay in her own home.



What happened next?

- › Minas was referred to GOC Care Community and Aged Care Services by his friend Leo. Leo's mum, Eleni attends the day respite centre once a week and loves playing bingo.
- › GOC Care informed Minas that he first had to make an initial phone call to the National Aged Care Contact Centre called **My Aged Care** to start the process to apply for help. After the initial phone call to register with My Aged Care, a meeting was arranged for Sarah, a Regional Assessor from the Regional Assessment Service (RAS) to meet them at Haroula's home to discuss the type of help she needed and to assess her eligibility for government assistance.
- › Haroula was found to be eligible for some home help and she was asked which service provider she preferred to provide the services discussed in her Care Plan.
- › Her friend Eleni also told her how much she liked going to the Day Respite Centre at GOC Care. Haroula decided that she would like to attend the Day Respite Centre with Eleni.

How Haroula found her kefi again

- › Haroula, looked forward to her cappuccino and a chat at the coffee shop with Maria, the care worker who visited once a fortnight to help with shopping and preparing some meals. Every other week, Maria would help Haroula with cleaning the floors and bathroom.
- › Haroula also enjoyed attending Day respite once a week with her friend, Eleni and going on outings with the bus.
- › Haroula continues to attend day respite and receive domestic assistance once a fortnight since Costa returned home from hospital. Costa has more time now to go fishing with his neighbour, Yianni.

↓ **GOC Care CHSP Brochure:** www.goccare.com.au/wp-content/uploads/CHSP-A4-Flyer-2016.pdf



Photini's Story

Home Care Packages (HCP) Consumer Directed Care Level 2

Photini migrated from Cyprus in 1974 following the Turkish invasion. She is 76 years old. She has complex health issues and lives alone. She likes to do as much as she can for herself, but has had a recent fall and has needed a hip-replacement operation. Since her operation she has not been the same.



What happened next?

- Photini's daughter, Maria, contacted **My Aged Care** on 1800 200 422 to register her mum for home help. Due to Photini's complex needs, My Aged Care organised for her to be assessed at home by ACAT (Aged Care Assessment Team) Assessor, Cassie. Maria also attended the assessment to support her mum.
- After Photini, Cassie and Maria all worked out a plan of how to best help her, Cassie asked Photini which community care organisation she preferred to provide the home help services. Photini asked for her services to be provided by GOC Care mainly for cultural purposes.
- Photini and her daughter Maria, met with Dorathea who was assigned to be Photini's GOC Care Case Manager. Together they discussed Photini's care options and the cost involved. Maria is also concerned about her mother's diabetes. Photini told Dorathea that she would like to regain some of her strength back and would like to see her Greek friends, go to church and have some help with shopping and help around the home.
- Photini, Maria and Dorathea work out a plan. Photini chose to attend Fun-Fit at GOC Care, once a week on a Wednesday, as well as participate in home physiotherapy sessions with Pres Care.
- Dorathea gave Photini some Geek language brochures on Diabetes Management.
- After 9 weeks, Photini has regained some of her confidence and she feels supported by her community and her family. She is learning to make better meal choices to control her diabetes and feels she is ready to attend GOC Care's 60's & Better program with her friends on Thursdays.
- Photini goes shopping with her Greek-speaking care worker every Wednesday and the same care worker also provides for Photini's personal care. She really enjoys her company.
- Photini and Maria decide that they still would like Dorathea to help coordinate their care. They are moving towards self-directing at level 2.

How Photini and Maria found their kefi

- By using the Greek-specific **Care Plan Guide**, Dorathea helped Photini and her daughter, Maria to explore what was important to her and her family.
- Photini identified good health, independence, church attendance and meeting her friends was most important to her.

↓ GOC Care HCP Brochure: www.goccare.com.au/wp-content/uploads/Home-Care-Packages-2016-A5-Flyer.pdf



Nikko's Story

Home Care Packages (HCP) Consumer Directed Care Level 3

Nikko wanted to spend time at the 'kafenio' (men's coffee club) where he plays backgammon with his Greek friends.

He has not been going for months as his mobility has diminished and he has been experiencing confusion due to dementia.

Nikko used to attend the kafenio every day of his adult life.



What happened next?

- › Nikko's doctor referred his family to [My Aged Care](tel:1800200422) (1800 200 422).
- › An ACAT (Aged Care Assessment Team) assessment was arranged soon after and Nikko was found to be eligible to receive a Level 3 Home Care Package.
- › Nikko and his family chose GOC Care to provide care. Nikko, his wife Voula and his case manager Helen discussed his goals and care options. Nikko requested transportation to and from the kafenio 3 times per week between 12-3pm. Two Greek-speaking male care workers, Stavro and Andrew shared the responsibility of escorting Nikko to the kafenio.
- › Nikko used some of his package funds to purchase a walking aid as well as regular personal care. His wife, Voula was also happy with this arrangement as it meant that she could have some time to herself.

How Nikko and Voula found their kefi

- › Nikko and Voula were assisted to achieve what was most important to Nikko.
- › Nikko was able to continue the lifestyle that he was accustomed to by attending the kafenio. This made him very happy and Voula was able to have a break from her caring role.
- › Nikko's GOC Care case manager, Helen, completed the [Pages of My Life](#) life-story book in consultation with Nikko, Voula and their children. Nikko's life story was happily shared with all who had a caring relationship with him.
- › Voula proudly shows-off the [Pages of My Life](#) book to her friends when they drop in for coffee.

↓ GOC Care HCP Brochure: www.goccare.com.au/wp-content/uploads/Home-Care-Packages-2016-A5-Flyer.pdf



Andoni's Story

Residential Care

Andoni is 90 years old. His wife passed away many years ago. He is very frail with poor eye-sight, poor mobility and respiratory problems.

His only child, Tina would visit every day. She would do the shopping for him, cook meals and clean his house. Sometimes Tina's daughter, Eleni would help with the cleaning or drive him to doctor's appointments.

When Tina, unexpectedly passed away, Eleni found it difficult to look after her Grandfather without help.



What happened next?

- › Andoni had been admitted to hospital due to a chest infection.
- › He was assessed by a nurse from the Aged Care Assessment Team and his care needs were deemed too high to be managed in the community and permission was granted for placement in an aged care facility.
- › Eleni accessed the My Aged Care website and found the contact details of local residential care facilities. She contacted GOC Care for advice about which aged care facilities care for Greek speaking people or have cared for them in the past.
- › After a suitable facility was found, Eleni assisted Andoni in contacting a financial advisor to guide them on how best to manage the financial costs involved with moving into his new home.

How Andoni found his kefi again

- › Andoni moved into a local aged care facility where he met Stavros. They would sit together at meal times and talk about old times in Greece and play tavli.
- › Eleni showed Teresa, the Diversional Therapist, how to make a Greek coffee for Andoni and Stavro to enjoy at 10am every morning, as they were accustomed.
- › Andoni loved dipping the Greek biscuits (kou-lou-rya) in his coffee that Eleni would bake for him weekly.
- › Eleni completed the [Greek-specific Care Plan Guide](#) and [Pages of My Life](#) story book which was beneficial for all staff and visitors as they were better equipped to cater to Andoni's needs and wishes.
- › Andoni is often heard serenading the female staff with Greek songs from his youth. Andoni has found his Kefi again.

↓ My Aged Care: www.myagedcare.gov.au

↓ Care Plan Guide: www.goccare.com.au/wp-content/uploads/GOC-Care-Plan-Guide-v9-0-P.pdf

↓ Pages of My Life: www.goccare.com.au/wp-content/uploads/GOC-Pages-of-My-Life-v8.1-P1.pdf



Aged Care Pathways

My Aged Care (National Contact Centre 1800 200 422)

Initial contact to **register** and establish **eligibility** for government subsidised aged care assistance.



Assessment

Getting to know you - Information gathering



RAS (Regional Assessment Service)

To establish eligibility for Commonwealth Home Support Program (CHSP) Services such as Domestic Support, Allied Health and Well-Being Programs. To create a Care Plan to meet your needs. To find services that exist to implement the Care Plan.



CHSP Service Provider

YOU DECIDE with your chosen service provider/s which services you need or want, when you want the services. Be INFORMED how much your services will cost you and the time-frame for when your services are reviewed.



ACAT (Aged Care Assessment Team)

To establish eligibility for a Home Care Package (HCP) to receive higher level care due to complex needs. To create a Care Plan to meet your needs. To elect preferred service provider and find services that exist to implement the Care Plan.



HCP Service Provider

A Home Care Agreement is offered after YOU DECIDE with your chosen service provider, which services you need or want, when you want the services, how much each service costs, how the budget will be spent, the frequency of accounts and the time-frame for when your services are reviewed.



Services happen

As agreed and invoices are sent.



Review by RAS Assessor or by ACAT (as required)

At agreed time- Are you satisfied with services? Anything more you need?



After review of services

ACAT assessment may be necessary due to higher needs or referral to other agencies to meet your needs.



Resume same or new services

GOC Care offers the following aged care services



CHSP (Commonwealth Home Support Program)

Information & Advice
Senior Citizens (60's and better)
Dementia & Chronic Disease Support
Carer Support
Social Club
Day Respite
Home Safety
In-home Services
In-home Services to Under 65's (if eligible)
Meals
Active Living



HCP (Home Care Packages)

Level 1/ Level 2

Support for basic care needs to low level care needs

Level 3/ Level 4

Support for intermediate to high level care needs

Home

Home Help Services, Personal Care Services, Clinical Care, Allied Health Services, Dementia and Chronic Disease Support, Carer Support



Additional Information & Helpful Links

My Aged Care

www.myagedcare.gov.au

National Contact Centre

1800 200 422

My Aged Care Information (Greek Language)

www.myagedcare.gov.au/about-us-greek

Find your nearest ACAT

www.myagedcare.gov.au

1800 200 422

COTA (Council on The Ageing)

1300 738 348

Home Care Today

www.homecaretoday.org.au

National Dementia Helpline

1800 100 500

National Continence Helpline

1800 330 066

The Public Trustee (QLD)

www.pt.qld.gov.au

1300 360 044

GOC Care - Brochures

GOC Care Services

Commonwealth Home Support Program

Home Care Packages Program

GOC Care - Website

www.goccare.com.au

GOC Care - Aged Care Services

07 3249 1010

GOC Care - Facebook

www.facebook.com/goccareomonoia

Greek Orthodox Community of St. George

www.gocstgeorge.com.au

07 3249 1010

St Nicholas Nursing Home

admin@stnichs.com.au

07 3844 6063

Berlasco Court Caring Centre

frontdesk@berlascocourt.com

07 3371 4377

LifePath Financial Planners

Aged Care Specialists

www.lifepathfp.com.au

07 3219 4670