

Aged and Disability Services

Our commitment to the Maroondah community

Maroondah Aged and Disability Services is committed to providing services that are responsive, flexible and innovative in adapting to the changing needs of the community.

Maroondah Aged and Disability Services will strive to deliver quality services of a consistent high standard to the community with an emphasis on access and equity.

We undertake to comply with Maroondah City Council's principles of Best Value and with the specific service standards of our Charter.

Our Service Charter is on display at all Service Centres and copies are available free of charge.

Contacting Aged and Disability team

In Person

8.30 am - 5.00 pm (Mon-Fri)
Council Offices Civic Square, Croydon

By Telephone

8.30 am - 5.00 pm (Mon - Fri) 9294 5729

By Fax 9294 5744

By Email maroondah@maroondah.vic.gov.au

Postal Address

Aged and Disability Services
Maroondah City Council,
PO Box 156, Ringwood 3134

General Council Enquiries

8.30 am - 7.00 pm (Mon)
8.30 am - 5.00 pm (Tues - Fri) 1300 88 22 33

Information available

The Maroondah City Council Web Site

www.maroondah.vic.gov.au has information on Aged and Disability Services within Maroondah and also provides an overview of all Council's services.

The following is available to the community free of charge:

- Home And Community Care Services Information booklet.

Our services and service standards

Our Service Standards

- All staff will be appropriately qualified as specified by the Department Of Health.
- Staff will wear identification to show their employment by Maroondah City Council or its agents.
- Clients will be notified promptly of the results of their assessment for access to services.
- The Aged and Disability Services procedures meet the State guidelines and comply with relevant acts.
- All personal information collected by the service during the course of assessments will remain confidential and not disclosed outside of the service.

Services Available

Home and Community Care (HACC)

- The HACC program aims to support frail older people, and people with a disability and their carers, to maximise their independence by supporting them to remain at home and stay connected to their community.
- A Staff member will visit applicants to undertake an assessment of their needs and requirements.

Food Services

- Residents seeking Food Services (meals on wheels) can make application to be assessed by contacting Council's Aged and Disability Services.
- Delivered meals are provided to HACC eligible persons who have been assessed as being nutritionally at risk and / or have no other options available to support their nutritional needs.

Social Inclusion and Wellbeing Program

- This program provides a variety of centre and non-centre based activities both passive and active for isolated HACC clients to enhance their health and wellbeing.

Community volunteers

- Volunteers undertake a variety of roles within the Aged and Disability service including the social inclusion and wellbeing program and delivery of meals to homes within the community.
- Maroondah Council recognises the high level of involvement and dedication of its volunteers and provides them with appropriate training and support.
- Individuals wishing to find out more about becoming a volunteer with Aged and Disability Services should contact Council.

What we need from our service users

- To ensure a prompt and efficient response to your request, we will need complete and accurate information and cooperation.
- Some information provided may need to be validated by a medical practitioner or assessment report.

When telephoning or writing:

- Provide name, address and contact details to clarify issues if required.

Feedback

We welcome feedback on our services and the opportunity to rectify misunderstandings or service failures. Aged and Disability Services Management may be contacted to discuss any issues relating to the Aged and Disability Services Service Charter, or the services provided.

Aged and Disability Services Management
9294 5727

In most instances, issues are resolved at this first point of contact. However, further redress or arbitration is available using Council's Customer Action Program. Brochures are available at all Council's Service Centres.

If a mistake has occurred or a service standard not met, the service user is entitled to an explanation and assistance to rectify the matter.

Commitment to monitoring

Aged and Disability Services will be surveyed as part of Maroondah City Council's independent annual Customer Service Survey and the results will be published in Council's Annual Report and considered as part of our service planning process.

Commitment to equity

Maroondah City Council is committed to fair and equitable distribution of and access to municipal resources. We value the diversity and the rich social fabric of the community.