

## Assistance with Complaints

All clients are encouraged to make complaints if they experience problems with the service they are accessing. Your first point of access in this process is your Program Manager.

If you are not satisfied with the response you receive, you can contact the General Manager of Community Aged Care on 9831 7222.

If you are still not satisfied with the response, your next contacts will be:

### Office of the Public Advocate

221 Drummond St  
Carlton VIC, 3053  
Ph 03 9660 1444

### Department of Human Services Corporate Integrity, Information and Resolutions unit

GPO Box 4057  
Melbourne VIC 3001  
Ph 1300 884 706  
Fax 03 9096 9218  
Email [complaints.reception@dhs.vic.gov.au](mailto:complaints.reception@dhs.vic.gov.au)

Or alternatively you may contact:

### Health Services Commissioner Complaints and Information

Ph 03 8601 5200  
Toll Free 1800 136 066  
Fax 03 8601 5219  
Email [hsc@dhs.vic.gov.au](mailto:hsc@dhs.vic.gov.au)

Or write to:

**Health Services Commissioner**  
30th Floor, 570 Bourke Street  
Melbourne VIC 3000

## Planned Activity Groups are offered at the following locations:

### Brindabilla

68-72 Atherton Road  
Oakleigh VIC 3166  
Ph 03 9563 3509  
Fax 03 9563 3570

### Southaven

117 Jasper Road  
Bentleigh VIC 3204  
Ph 03 9557 8322  
Fax 03 9557 9876

### Westhaven

9 Northcumberland Road  
Sunshine VIC 3020  
Ph 03 9311 7688  
Fax 03 9311 7633

## Our central Office is located at:

### Baptcare (Central Office)

Ground Floor, 1193 Toorak Road  
Camberwell VIC 3124  
(PO Box 230, Hawthorn VIC 3122)  
Ph 03 9831 7222  
Fax 03 9831 7272  
Email [cac@baptcare.org.au](mailto:cac@baptcare.org.au)

[www.baptcare.org.au](http://www.baptcare.org.au)

Baptcare provides innovative and holistic family and disability care, community aged care and residential aged care to the Victorian community. All donations over \$2 are tax deductible.

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## Community Aged Care Planned Activity Groups





## What are Planned Activity Groups?

Planned Activity Groups are a service where older adults and adults with disabilities are invited to participate in group activities. This is one of many services offered by Baptcare that aims to keep those who may be socially isolated, active within the community. Our activity groups are offered in Sunshine, Bentleigh, and Oakleigh and are run by qualified and experienced staff.

Planned Activity Groups provide social outings that aim to meet the needs and interests of older people in a manner that promotes participation and enjoyment. We offer activities that respect:

- Cultural & religious preferences.
- Personal needs and abilities.
- Social needs.

*“My mother used to get really lonely. Even though I would visit her daily, she still had a lot of time on her hands and was becoming more socially withdrawn each day. Baptcare has helped by providing activities she can participate in with like minded people.”*

Planned Activity Groups aim to:

- Provide programs that encourage participation in a variety of activities that cater for individual interests and capabilities.
- Provide programs that celebrate cultural and linguistic differences.
- Encourage friendships and connectedness within local communities.
- Meet the needs of people with Dementia in a safe and secure environment.

Planned Activity Groups provide:

- Support with personal care requirements.
- Respite and support to carers.
- Assistance with interpreters and advocacy where necessary.

Activities Include:

- Walking groups
- Day outings
- Guest speakers
- Music
- Movies
- Armchair travel
- Exercise and physical games
- Culturally specific activities
- Café lunches
- Coffee groups
- Celebration days (eg Melbourne Cup, Australia Day)

## Transport

Clients are encouraged to make their own arrangements. However, a minibus can be made available by arrangement to assist with your transport needs.

Taxis may also be used and we encourage all our clients to use their half price taxi cards. Baptcare can assist by meeting travel related expenses. Please ask the Program Manager at your site.

## Cost

To assist us with meeting the costs of the program, we charge a small fee which includes all meals and refreshments. In some cases an additional charge may be requested when a special activity/outing is arranged. However if you are experiencing difficulty in paying fees, please contact the Manager at your preferred centre as we are able to waive fees. If you are unable to pay fees, you will not be disadvantaged in accessing our programs in any way. All enquiries are treated with confidentiality and respect.

## Eligibility

We offer Planned Activity Groups to elderly people in the cities of Stonnington, Bayside, Glen Eira, Monash, Kingston, Maribyrnong and Brimbank

## Referrals

Anyone can make a referral to our respite services. We will accept referrals from

- Your doctor.
- Your local health centre.
- A family, friend or neighbour.
- Yourself.

*Lisa\* is in her late 80's and lives alone in a small house in Oakleigh. She recently had to stop driving and can no longer participate at her local tennis club. As a result she became isolated and lonely. When Lisa's daughter found out about Baptcare's Planned Activity Groups, she booked her mother in immediately. Although Lisa was at first hesitant, she now loves the companionship and the opportunity to get out and about.*

*\*Name has been changed to protect privacy.*