



Community Options  
Australia

in partnership with



# Wellbeing in Aged Care Program

**The wellbeing in Aged Care Program provides person-centred mental health support to aged care residents by matching their unique needs to qualified, specialist mental health clinicians.**

Community Options Australia and Community Living Australia delivers the Wellbeing in Aged Care Program that provides short-term, mental health interventions to support residents living in Aged Care Facilities within the Adelaide Hills Region.

These interventions can assist residents who may be experiencing mild to moderate mental health concerns presenting as:

- depression
- anxiety
- chronic pain
- grief and loss
- adjustment issues
- difficulty coping with illness
- functional decline or sensory loss

This service is made possible by funding from Country SA PHN

**To request additional information or to refer a resident to the program, please contact us on 8536 5888, or by email [wellbeing@cloust.com.au](mailto:wellbeing@cloust.com.au) or Fax: 08 8531 0099**

This program is not available to people already receiving other mental health services from other government-funded sources or those who are living with dementia as their primary concern.

# About the Wellbeing in Aged Care Program



**Qualified clinicians (Psychologists, Mental Health Nurses or Mental Health Social Workers) with experience working with older people deliver the services.**

Engaging residents in their own recovery with a friendly and collaborative approach underpins our evidence-based, person-centred, stepped model of care.

On referral, clinicians conduct assessments, develop care plans, provide the psychological interventions and if needed, make recommendations to link residents to other available psychological assistance that might be available.

**The program allows for free sessions for residents of Aged Care Facilities.**

Sessions are delivered one-on-one or as group sessions or a mixture of both, conducted at the residential aged care facility where the person lives or remotely via Telehealth.

The type, number and frequency of services are dependent on the resident's needs, preferences and their response to the psychological interventions.

We encourage referrals for Aboriginal and Torres Strait Islander and CALD residents who speak languages other than English. We are committed to doing our best to match the resident with a bilingual clinician or culturally appropriate specialist clinician who is best able to support them.

## Privacy and confidentiality

Community Options Australia and Community Living Australia have obligations under provisions of the Privacy Act 1988 and the Australian Privacy Principles, as well as other applicable laws protecting privacy, including State and Territory health information legislation.

The Privacy Act regulates how we handle personal, and health information and the Australian Privacy Principles (APP) govern standards, rights and obligations around the collection, use and disclosure of personal information.

If there are concerns a resident's privacy is not respected, please let us know by directing your concern to:

The Privacy Officer - Community Living Australia  
e: [privacy@claut.com.au](mailto:privacy@claut.com.au)  
t: 8535 5888

The Privacy Officer  
e: [well@communityoptions.net.au](mailto:well@communityoptions.net.au)  
t: 1300 136 606

Office of Australian Information Commissioner  
e: [website@oaic.gov.au](mailto:website@oaic.gov.au)  
t: 1300 768 028

## Complaints and Compliments

For compliments:

Residents can provide feedback by completing the resident satisfaction survey provided by the Wellbeing in Aged Care program.

Residential staff can contact us via phone or email.

For complaints:

We know that sometimes all does not go as planned. If this happens, we also want to hear about it. To voice a complaint, please let us know.

e: [well@communityoptions.net.au](mailto:well@communityoptions.net.au)

t: 1300 136 606

e: [wellbeing@claut.com.au](mailto:wellbeing@claut.com.au)

If your complaint management is unsatisfactory or if you would like to speak to someone from outside the program, please contact:

SA Council of Social Service

e: [sacoss@sacoss.org.au](mailto:sacoss@sacoss.org.au)

t: 08 8305 4222