

Tick of approval for Froniditha Care's community services

1 April 2020

Froniditha Care's Community Services division has received glowing reviews from its consumers in the community and by government authorities after it passed its first full assessment under the new Quality and Safety Framework, achieving 3-year accreditation.

The not-for-profit aged care provider was assessed by the Aged Care Quality and Service Commission on 16-17 March 2020 and met all eight standards and 42 requirements.

Auditors said that Froniditha Care demonstrated a comprehensive understanding of the consumers and their care needs and showed an understanding of their personal circumstances and their life's journey.

The organisation offers a variety of services to Victoria's Greek community in their own language, including Home Care Packages, domestic assistance, social support groups, volunteer services and help navigating the aged care system.

The organisation's Community Services division provides services to more than 470 people in the community, recently surpassing the number of seniors it looks after in its residential aged care facilities.

Overwhelmingly, consumers said they are able to live a better life in their homes via the suite of services they receive.

"They ask about mum's requirements, they explain things to her and ask her if she is happy and ask her 'What do you think?'," one family member told auditors.

The services offered have reconnected seniors with their usual routines and enabled them participate in community life including attending exercise classes, arts and crafts and various other interests/hobbies, social engagements they would otherwise not have been able to do.

Froniditha Care's Chief Executive Officer Michael Malakonas said the results were a testament to the hardworking community services staff.

"Our staff does a phenomenal job and it has been proven once again through these exemplary results," he said.

Consumers also said staff were very accommodating, reliable, trustworthy and helped them make informed choices about their care and services to live the life they choose. Consumers are

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Community Services
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comfortable to raise concerns and are supported to find solutions. They felt they receive value for money and the organisation does the right thing by them.

EGM Strategy, Business Development and Advocacy, Heleni Bagiartakis, said she was extremely proud of the team who go above and beyond to ensure the welfare of our seniors.

“Even during these tough times, Froniditha Care will always be by the side of its consumers and will continue to offer the same standard of service,” she said.

The audit saw a team of three assessors conduct interviews with randomly selected consumers currently receiving community bases services through Froniditha Care.

Family members, direct care staff and office based staff were also interviewed.

Froniditha Care provides community services to over 460 Australian Greeks in Victoria every week. We are continuing our service provision with measures in place to safeguard against COVID-19.

For more information on this story, please contact Zoe Angeli, EGM Communications and Public Affairs on 0418 696 794 or zoe.angeli@froniditha.org .

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