



**EASY CARE  
GARDENING**



# CLIENT **HANDBOOK**

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

# Welcome to **Easy Care Gardening**

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## **Our Aim**

To support older people living in their own homes who are unable to maintain their own gardens and to provide our volunteers with a sense of achievement from contributing to the community.



## **Our Objectives**

- To assist our elderly clients by providing a gardening service to enable them to remain in their own homes for as long as possible.
- To assist in the conversion of gardens to 'easy care', as safer and sustainable for the client.
- To facilitate connection, community and inclusion between the client and our volunteers.
- To promote wellness and reablement for the client as we help them learn new skills or re-learn skills needed for independent living at home.



# Getting Started

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## **First Step - Your Garden Care Plan**

At your Garden Care plan appointment your coordinator will advise you on what work can be undertaken by a team of our staff or volunteers including any Work, Health and Safety issues, and also the removal of green waste. They will also provide you with a garden contract and a charter of rights to sign and return. You may wish to have an advocate with you at the time of the assessment.

Following the garden care plan you will be contacted by your Coordinator to arrange a first garden visit once the garden contract is received.

Gardening will be done by at least 2 people who will spend an average of 2.5 to 3 hours in your garden which will include morning / afternoon tea.

The garden leader will consult with you about the work to be done at each garden visit.

## **Apartments, Retirement Villages & Nature Strips**

Easy Care Gardening (ECG) does not garden in the Common Property areas of apartment complexes, retirement villages, or on nature strips. You need to have Body Corporate permission prior to the garden visit. Please check that ECG can use green bins before any garden visits are booked.





# Next Steps

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## Second Step - Your Garden Visit



To ensure the garden is safe, paths are cleared and hazardous growth removed where possible. Gardens may need to be modified for better access and safety. The work can include clearing weeds, vines and shrubs to make the garden tidy and laying mulch to inhibit further weed growth.

Within 6 months, an ECG Coordinator will contact you and arrange a return visit to the garden for general maintenance and to ensure the garden remains safe.

All garden visits and team sizes are dependent upon volunteer and staff availability and visits are generally limited to 2 or 3 per year.

Our volunteers are not gardening professionals. They give their time and effort because they enjoy gardening and helping the community. Team Leaders provide guidelines regarding Easy Care Gardening methods and policies. Volunteers are insured and all tools are supplied by Easy Care Gardening Inc.



### Mulch for the Garden

Reasons for mulching:

- Prevents weed growth.
- Holds in moisture.
- Prevents soil erosion.
- Adds nutrients to soil as it breaks down.

*Clients can discuss their options to purchase mulch through private companies. Newspapers are laid under mulch as part of this process. Please let your coordinator know if you can supply any newspaper.*



# Other Considerations

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## A Little Light Refreshment

If possible, we ask if you can provide the volunteers with a cup of tea or coffee and a bite to eat when they visit your garden.

## What happens if I am not at home?

It is important that you let the office know if you are not going to be at home for your visit. If you are unable to contact ECG please ask a relative, friend or neighbour to phone on (02) 9983 1644, and leave a message.

## Concerns or Complaints

If you have any concerns or feedback the following steps may assist:

- Discuss the issue with the Team Leader who visits you or the Coordinator who books the visit.
- If you believe your issue has not been resolved, you can contact the Manager on (02) 9983 1644 or write to: Manager, Easy Care Gardening Inc, PO Box 5337, South Turrumurra NSW 2074.



## GREEN WASTE

ECG places green waste in the clients' green waste bin. Extra green waste is placed on the nature strip and ECG arranges collection with the council which can take up to 2 weeks.

**Note:** Councils have placed restrictions on the amount of extra green waste that can be placed on the nature strip. A good option, if you regularly have large volumes of green waste, is to organise an additional green waste bin through your council.



# Client's Rights

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- You have a right to complain or express your concerns about a service without fear of losing the service or suffering any other recriminations.
- You have a right to be represented by an advocate of your choice. Helpful contacts are listed on the back page.
- You have a right to discuss what available services you want to receive.
- You have a right to privacy and confidentiality. You can be assured that no information about you will be provided to anyone outside of ECG without your permission.
- You have a right to view any information about yourself held by ECG.
- Where Easy Care Gardening Inc. is no longer able to meet your needs we recommend you contact My Aged Care on 1800 200 422 to assist in finding an alternative provider”





# Client's **Responsibilities**

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- You are asked to be aware that basic gardening is done by volunteers and they have the right to decline work that they feel is beyond their job description.
- Clients are to play their part in helping ECG to provide them with services. (eg. easy access to the garden and dogs need to be restrained whilst volunteers are present).
- Clients should act in a way which respects the rights of ECG staff and volunteers.
- Clients need to take responsibility for the results of any gardening decisions they make.
- Clients need to accept the methods of gardening used by the service including the use of mulch on gardens.

## **Paying for your Gardening Service**

Please refer to your garden contract which is provided by your Coordinator at the Garden Care Plan appointment.

Payment can be made by either cash or cheque on the day of the garden visit. An Invoice can be sent and payments made by credit card over the phone or EFT if preferred.

## **Home Care Package Allocated**

If you are allocated a financial Home Care Package, please contact the office on 9983 1644, and advise the staff.

**Fees are reviewed regularly to incorporate any increase in operational costs.**



# Other Information

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**For further information** please contact the office on (02) 9983 1644.

## Helpful Contacts

### *Complaints and Feedback:*

- Aged Care Quality and Safety Commission  
Ph: 1800 951 822, website: [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)
- The NSW Ombudsman, Community Services Division  
Ph: (02) 9286 1000 Email: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)

### *Other:*

- My Aged Care - Ph: 1800 200 422. Web:  
[www.myagedcare.gov.au](http://www.myagedcare.gov.au)
- NSW Elder Abuse Helpline & Resource Unit Ph: 1800 628 221
- Aged Care Quality and Safety Commission Ph: 1800 951 822
- Translating and Interpreting Service (TIS) Ph: 131 450
- Aider Program (service to reduce fire hazards) Ph: 1800 679 737
- National Aged Care Advocacy Line Ph: 1800 700 600
- Fire & Rescue NSW to request a Safety Visit - call your local Fire Station

**ECG's ability to service is determined in part by the available resources. If you no longer require our services please notify us by phone on (02) 9983 1644.**

**We are fully insured, WHS Compliant and each person working with you will have completed a Police Check.**



**Australian Government**  
**Department of Social Services**