

## HOME and COMMUNITY CARE (HACC) CONSUMERS HANDBOOK

### *\* What is Home and Community Care (HACC)?*

HACC services provide home support and relief care to the frail elderly, people with a disability and their carers, to enable them to continue to live comfortably and independently in their own home.

### *\* How do HACC services operate?*

There are a range of HACC services that are designed to cover the needs of the elderly and people with disabilities. Majority of HACC services are provided in the person's home and at the day care centre. Some type of services include: home help, food services, transport services, respite care, home nursing, neighbour aid, community options, dementia support, allied health, home maintenance services. For more information you can call the Senior Information Service on **131 244**.

An interpreter could be arranged through the Australian Translating and Interpreting Service **131 450** or the Languages Services of the Ethnic Affairs Commission of New South Wales **1300 651 500** anywhere in NSW, 24 hours a day seven days a week.

Services for every consumer may vary depending on the needs found on assessment. Consumers are entitled to as many services as needed. One of the organisations will be the case manager and they will complete a Care Plan for you.

### *\* What is care plan?*

The person doing an assessment will try to offer you a range of services that may meet your needs. If you agree, these services will be developed into a care plan which will set out what services you will receive including day and time of provision.

Reviews are carried out at least every year to see if your need for services has changed.

### *\* What if I am not happy with any of the services provided?*

HACC aims to provide high quality services. It is important to inform us if you have any concerns with any of the services you receive.

Services to you will not be stopped if you complain.

### *\* Can someone else speak on my behalf?*

Yes! You can ask a family member or friend to advocate on your behalf. An *Authority to Act as an Advocate* form is enclosed.

#### Acknowledgements:

Graphics by the children of St.Peters Public School

Cover layout by Micheal Graham

Translated into other languages by Ethnic Affairs Commission



**\* *How much will the service cost?***

At the time of your assessment you will be given information about the sliding scale of fees that applies to services. We will require basic information about your income in order to assess which fee will apply. This information will be treated with strict confidentiality.

If you are experiencing financial hardship or feel you cannot afford the service, please advise the Coordinator. Services will still be available if you are unable to pay.

If you are unhappy about the level of fees charged you can appeal to the Coordinator in the first instance, and then to the management committee of the relevant service.

**\* *What about smoking?***

All of our staff and volunteers are asked not to smoke in people's homes and at the day care centre.

We also request that you do not smoke whilst a staff member or volunteer is in your home.

***Rights & Responsibilities of the Clients*****\* *What are my rights?***

- \* you have a right to complain or express your concerns about the service without fear of losing the service or suffering any other recriminations;
- \* you have a right to have your complaints dealt with fairly and promptly;
- \* you have a right to be represented by an advocate of your choice;
- \* you have a right to be informed about what services are available;
- \* you have a right to be assessed to receive services without discrimination;
- \* you have a right to choose what service(s) you will receive;
- \* you have a right to privacy and confidentiality. You can expect that no information about will be provided to anyone else outside the service without your permission:
- \* you have a right to view any information about yourself, held by the service.

**\* *What are my responsibilities?***

- \* consumers should act in a way which respects the rights of other consumers and service staff;
- \* consumers need to take responsibility for the results of any decisions they make;
- \* consumers are to play their part in helping the relevant service to provide them with appropriate assistance.

***If you feel your rights are not being respected or if you have any other complaints or concerns about the services you are receiving you can try any of the following:***

- 1) if you feel comfortable about it, you could discuss the situation with the member of staff concerned. This may lead to a quick resolution of the difficulties.
- 2) if the first action is not appropriate or fails to sort out the problem you can contact the Coordinator of the service concerned.
- 3) if this is unsatisfactory you may wish to speak to a member of the management committee of the service concerned.

Two people you can try are:

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- 4) you can also contact:

The Commissioner of Community Services,  
Level 3, 128 Chalmers Street  
Surry Hills NSW  
Phone: **9384 4999**

Fax: 9384 4948

Postal address: Lock Bag 16  
Strawberry Hills, NSW 1420

This is a free and confidential service that can assist you in working through any complaints or concerns about the service you are receiving.

***Remember...***

It is your right to make a complaint or to voice any concerns you may have with services received from any project. A *Complaints Form* is enclosed



## GUIDELINES FOR ADVOCATES

### BEING AN "ADVOCATE"

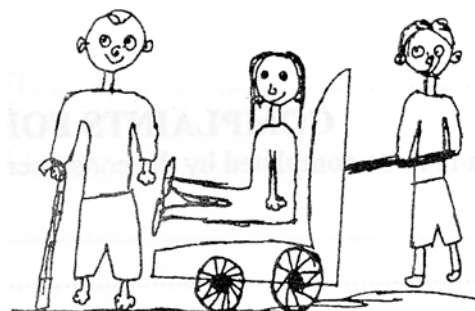
If a consumer of *any government funded service* has ask you to be their advocate, this means they would like you to act on their behalf in their dealing with the service. You may be a family member or friend of the consumer or a member of an advocacy service.

Being an advocate may mean that your attendance or involvement may be required during assessments and reviews of the consumer's situation and services received, or if the consumer wishes to communicate or negotiate anything with the service or lodge a complaint about the service.

We ask our consumers to complete an *Authority to Act as an Advocate* form when they wish to appoint or change their advocate. Consumers are free to change their advocates whenever they wish, however, we request a new Authority Form be completed each time so that service staff are always clear on who the consumer's advocate is.

### As an advocate of the consumer we ask you to be aware of the following and ensure that:

- \* the consumer has given their written authority for you to act as their advocate;
- \* the service is aware that you are acting as the consumer's advocate;
- \* you always act in the best interest of the consumer;
- \* the consumer is aware of any issues and developments in relation to the service they receive and which you, as their advocate, may be involved in;
- \* the consumer is kept informed of any developments;
- \* you are familiar with the content of the Consumers Handbook and the details of the consumer's care plan;
- \* you encourage the consumer to provide feedback to you about the services they are receiving;
- \* advise the service about any changes in consumer circumstances and any concerns about changing consumer needs;
- \* you are prepared to relinquish the role of advocate should the consumer wish this.



## AUTHORITY TO ACT AS AN ADVOCATE

### CONSUMER DETAILS

NAME

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ADDRESS

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PHONE

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I authorise the person named below to act as an advocate on my behalf and represent my interests in relation to my involvement with

NAME OF SERVICE

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I understand that the service may discuss details of my care plan and the services it provides with my advocate if the need arises.

This authority takes effect from

DATE

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and replaces any previously advised arrangements. I understand that I can change my choice of advocate at anytime and undertake to advise the service of any such change in writing.

CONSUMERS SIGNATURE.

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DATE.

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### ADVOCATE DETAILS

NAME

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ADDRESS

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PHONE

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I have read the *Guidelines for Advocates* and agree to act as an advocate for the above named consumer.

ADVOCATES SIGNATURE

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DATE

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**COMPLAINTS FORM**

*(This form is to be completed by the consumer, advocate or coordinator)*

NAME OF SERVICE  
-----NAME OF CONSUMER  
-----DATE OF COMPLAINT  
-----COMPLAINT RECEIVED BY  
-----

COMPLAINT MADE VIA:

 Telephone Letter (attached) In personOther  
-----**The Complaint is regarding:**NAME OF SERVICE  
-----NATURE OF COMPLAINT  
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*Details of the Complaint should be written on the next page. If space is not sufficient please attach extra sheets.*

**INFORMATION TO BE GIVEN TO THE COMPLAINANT**

- \* Reassure complainant that all complaints are treated confidentially and that they will suffer no loss of service because they have made a complaint.
- \* Explain the complaint procedure.
- \* Remind the complainant that they have the right to use an advocate of their choice and refer them to appropriate consumer advocacy services.
- \* Thank the complainant for their complaint and explain that complaints are valuable in helping to maintain and improve services.

NAME OF SERVICE

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NAME OF CONSUMER

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NAME OF COMPLAINANT

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ADDRESS

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PHONE

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RELATIONSHIP WITH CONSUMER

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**DETAILS OF COMPLAINT**

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**COMMENTS**

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NAME OF SERVICE

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NAME OF CONSUMER

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**ACTION TO BE TAKEN**

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**OUTCOME**

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**FOLLOW-UP**

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Signatures

COMPLAINANT

PROJECT COORDINATOR

DATE

DATE

NAME OF SERVICE

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**CONSUMER'S DETAILS** (If different from complainant)

NAME

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ADDRESS

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PHONE

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RELATIONSHIP TO COMPLAINANT

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**CARER'S DETAILS** (If different to complainant)

NAME

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ADDRESS

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PHONE

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RELATIONSHIP TO COMPLAINANT

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**ADVOCATE'S DETAILS** (If relevant)

NAME

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ADDRESS

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PHONE

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RELATIONSHIP TO COMPLAINANT

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## ROLE OF COMMUNITY SERVICES COMMISSION

*Community Services (Complaint, Appeals and Monitoring) Act 1993.*

“If you have a serious problem with a community service in NSW we may be able to help you. It is our job to improve services for consumers, promote good complaints handling by local services, expose serious problems and recommend positive changes to the NSW Minister for Community Services.

“It is better for everyone if problems are sorted out quickly and informally between you and your service. However, when you have tried everything else an independent outsider, such as the commission, may be useful.

“We cannot investigate every complaint. We must give priority to allegations of serious abuses and the problems of people who find it difficult to complain or protect their own interests. We will always give your concerns careful attention, explain what we can and cannot do, and offer confidential advice.”

### Services we cover

- The Department of Community Services
- The Home Care Service of NSW
- All non-government services funded by the NSW Minister for Community Services, including child care centres, women’s refuges, group homes for people with a disability, youth accommodation services and crisis centres.
- If you are not sure if your service is covered, please call us.

### Our guarantee of services

- Confidential advice.
- A written response to every complaint
- Regular information about what we are doing and how long it will take.
- Clear explanations about what we can and cannot do.
- Procedures which are fair for all parties.
- Reasons in writing for decisions which affect you.
- Consultation with consumers, their families and advocates, and service providers to help us develop policies and get feedback.

#### Address:

Community Services Commission  
Level 3, 128 Chalmers Street  
Surry Hills NSW (Just near Central Station,  
Opposite the park).

#### Postal Address

Locked Bag 16  
Strawberry Hills  
NSW 2012

**Phone:** (02) 9384 4999

**Free Call:** 1800 060 409

**Fax:** (02) 9384 4948

**TTY:** (02) 9384 4984

#### Office Hours

9:00 AM to 5:00 PM Monday to Friday

#### Complaint Enquiry Service:

1:00 PM to 5:00 PM Monday to Friday.

## HOME VISITING & DEMENTIA SUPPORT SERVICE

(a project of **Multicultural Home Respite Inc.**)

### *\* What is Home Visiting & Dementia Support (HV&DSS)?*

HV&DSS provides home visiting, relief and support to people who are elderly and/or have a disability and are from a non-English speaking background. The service also provides respite to carers to enable them to have a break from their role.

The service covers the Marrickville Local Government Area.

### *\* Funding*

The HV&DSS is funded under the Home and Community Care Program by both the Commonwealth and State Governments. The aim of the program is to support frail aged and disabled people in their own homes.

Multicultural Home Respite Inc acknowledges the support it receives from the Program.

Multicultural Home Respite Inc is a Public Benevolent Institution and Deductible Gift Recipient Charity.

Donations of \$2 or more are tax deductible.

### *\* How does the service operate?*

The service is managed by a community-based committee, which is elected annually. The day-to-day operations are carried out by paid staff of:

- 1 full time Coordinator
- 1 part time Administrative support worker
- Part time bilingual visitors.

### *\* What is the role of the Coordinator?*

The Coordinator is employed by the management committee to run the service. The Coordinator is responsible for:

- \* the recruitment of staff
- \* the work of the staff and volunteers;
- \* assessing applications for services;
- \* liaising with other agencies;
- \* assisting the committee to evaluate and plan the service



## HOME VISITING & DEMENTIA SUPPORT SERVICE

(a project of **Multicultural Home Respite Inc.**)

### *\* What services does the project offer?*

- |                      |  |
|----------------------|--|
| In-Home Respite Care | * respite carers are available to provide care in the home during the daytime when the usual carer is unable to be present or needs a rest.                        |
| Occasional Transport | * to medical appointments<br>* personal shopping<br>* social activities, support groups  |
| Information          | * we have multilingual pamphlets available, and also books and videos for loan, free of charge, which provide useful information on many issues you may be facing. |

### *\* How do I obtain assistance?*

If you would like assistance or further information please ring **9550 4637**.

The Coordinator will arrange to visit you (normally in your own home) and assess your needs. If we are not able to assist you immediately, the Coordinator will let you know of other available services and arrange a referral if required.

Once the service is granted a worker who speaks your language will visit you weekly for at least 2 hours.

If you do not feel comfortable with the service you receive or with the staff member who visits you, please inform the Coordinator who will organise an interview with you to discuss alternative arrangements.

If you feel your needs have changed please advise your visitor or contact the Coordinator directly.

### *\* What happens if I'm not at home when staff visit?*

It is important that you let the staff member or Coordinator know if you are not going to be at home for a set appointment. If you are unable to contact the staff please ask a relative, friend or neighbour to contact us.

**You can contact us at 9550 4637**

If the office is unattended an answering service is available.

