



**Consumer
and Carer
Handbook**

**On Home
and
Community
Care
Services**

**In Eastern
Sydney**

What are Home and Community Care (HACC) Services?

In NSW the Home and Community Care Program is administered by the Department of Ageing Disability and Home Care.

HACC services support frail older people, people with disabilities and their carers, so they can continue living in their own homes and communities, rather than move into a Nursing Home or Hostel. You may be eligible for HACC services if you are:

- A frail, older person
- A person with a disability
- A carer of the above persons

And you live at home.

The following pages contain a list of the types of HACC services, which are available:

TYPES OF HACC SERVICES AVAILABLE

There are many types of HACC services, they can be provided by paid and volunteer staff.

Food services can be provided in a number of ways: Meals delivered to your home, meals provided at a Community Centre and assistance with food shopping.



Your local food service(s):

Home Help services assist you with household tasks such as cleaning, washing, ironing, and shopping.



Your local home help service(s):

Personal Care services assist you with bathing, toileting and dressing.



Your local personal care service(s):

Transport Assistance is provided to people requiring shopping, hospital and medical appointments and social activities.



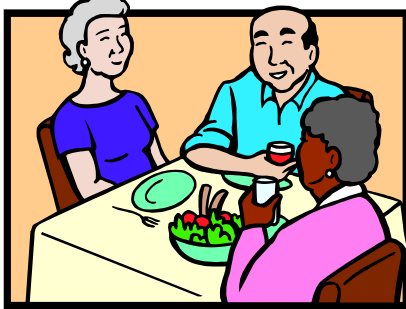
Your local transport service(s):

Respite Care services can organise a trained person to care for an older person or person with a disability in their home or out of their home.



Your local respite care service(s):

Day Centres can provide respite care and social activities.



Your local day centre(s):

Community Nursing services can be provided in your home. For example care of wounds and giving of medication.



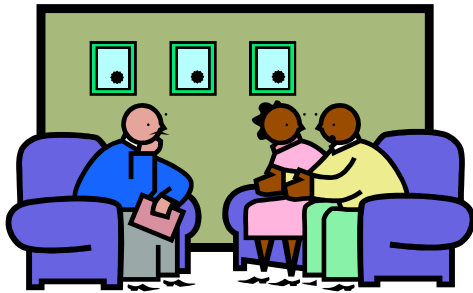
Your local community nursing service(s):

Neighbour Aid provides individual shopping, social transport, gardening and social visits.



Your local neighbour aid service(s):

Community Options support people with high needs. They can co-ordinate a range of HACCC and non-HACC funded services.



Your local community options service(s):

Home Maintenance and Modification provides home repairs and modification, such as installing safety ramps and support rails in the bathroom, changing light globes, widening doorways and gardening.



Your local home maintenance and modification service(s):

Allied Health may include social work, physiotherapy, podiatry, speech therapy and occupational therapy.



Your local allied health service(s):

How to get HACC Services

To start using a HACC service the service needs to receive a referral. A referral contains your contact details. A referral is your way of showing interest in receiving services. Referrals can be made verbally over the phone or written. You can make referrals yourself or you can get a service to make one for you. Information, assessment and case management services regularly make referrals. The Commonwealth Carelink service has a list of all the services that can make a referral for you.

How do HACC services operate?

When you have been referred to a service, the service provider does an assessment with you. An assessment involves the service provider talking to you about what your needs are. The purpose of the assessment is to find out the best type of service (s) for you, and may be done at your home, or over the phone. The assessment may include the completion of a form with your information.

This assessment will lead to an agreement between you and the service provider about the service that would best meet your needs. Because consumer needs can be

different, there may also be some difference in the type of services provided between consumers. The services people receive may depend on what services are available at the time.

Client Information and Referral Record (CIARR)

The CIARR is a standard form designed to collect information needed by all HACC services. The main purpose of CIARR is to prevent people having to give the same set of information about themselves to each service provider.

Some information will be passed on to the government as part of a national data collection system. This is used to improve services for people living in the community. Identifying information, such as your name and address, will not be passed on to the government. Services will ask you if you agree to your data being submitted to the government. If you agree to your data being submitted you can withdraw this consent at anytime.

If you receive several community services you may be given a Yellow Book, which may include a copy of the CIARR and information on your services.

All services are legally responsible for your information that they keep. This guarantees your privacy and confidentiality.

If you need a range of services, you may be referred for a Comprehensive Assessment.

What if I am not happy with the service provided?

HACC aims to provide high quality services. It is important to inform the HACC service if you have any concerns with the service you receive. Services to you will not be stopped if you complain. If raising the issue with the person involved directly or their manager does not resolve the issue you can contact **The NSW Ombudsman:**

Level 24, 580 George St Sydney NSW 2000

Inquiries 9-4 Monday to Friday or at other times by appointment

General Inquiries 9286-1000

Toll Free (outside Sydney metro) 1800 451 524

TTY 9264-8050

Fax 9283-2911

Email nswombo@ombo.nsw.gov.au

Web www.ombo.nsw.gov.au

Telephone Interpreter Service (TIS)

Phone: 131 450

We can arrange an interpreter through TIS, or you may wish to contact them yourself, before speaking to us.

If your complaint is about anything to do with health care or a health care service in New South Wales contact the **Health Care Complaints Commission**:

Office address:

Level 13, 323 Castlereagh Street
Sydney NSW 2000
(Wheelchair access via Castlereagh St)

Hours of business: 9.00am to 5.00pm Monday to Friday

Post address:

Locked Mail Bag 18
Strawberry Hills NSW 2012
DX: 11617 Sydney Downtown

Fax: (02) 9281 4585

Telephone: (02) 9219 7444

Toll Free in NSW 1800 043 159

TTY service for the hearing impaired: (02) 9219 7555

E-mail: hccc@hccc.nsw.gov.au

People who prefer a language other than English should contact us through Telephone Interpreter Service on 131450. Interpreters can be arranged by the Commission to discuss a complaint.

The Commission has two brochures translated in different languages: The Complaint Process and the Patient Support Office.

Can someone else speak on my behalf?

Yes! You can ask a family member, friend or advocate to speak on your behalf. An advocate is somebody who acts in your best interest. If you want to use an advocate please get them to read the guidelines for advocates and please fill in the authority to act as an advocate form for the HACC service to keep.

Guidelines for Advocates

If a consumer has asked 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 that 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 that you 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 interests of the consumer
- The consumer is aware of any issues and developments in relation to the service that they receive and which you, as their advocate, may be involved in
- The consumer is kept informed of any developments

- You be 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
- Be prepared to relinquish the role of advocate should the consumer wish this

Example Form - **Authority to act as an advocate**

Consumer Details

Name: _____

Address: _____

Phone _____

I authorise the person named below to act as an advocate on my behalf and represent my interests in relation to my involvement with _____ (insert service name) 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) 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: _____
(Date: _____)

Advocate details

Name: _____

Address: _____

Phone

Number: _____

I have read the “guidelines for advocates” and agree to act as an advocate for the above named consumer.

Advocates signature: _____

(Date: _____)

What services can provide an advocate for me?

The Aged Care Rights Service 9281-3600

Multicultural Disability Advocacy Association 9891-6400

Ethnic People with Disabilities Program 9569-1288

How much will the services cost?

At the time of your assessment you will be given information about any fees, which may apply to services. Services will still be available if you are unable to pay.

Rights and Responsibilities of Consumers

What are my rights?

- You have the right to complain or express your concerns about the service without fear of losing the service or suffering any other recriminations
- You have the right to have your complaints dealt with fairly and promptly
- You have the right to be represented by an advocate of your choice
- You have the right to be informed about what services are available

- You have the right to be assessed to receive services without discrimination
- You have the right to choose what services you will receive
- You have the right to privacy and confidentiality. You can expect that no information will be provided to anyone else outside the service without your permission
- You have the right to view or correct any information about yourself, held by the service
- You have the right to request a reassessment of the services being provided
- You have the right to a linguistically and culturally appropriate assessment and service provision

What are my responsibilities?

- You should act in a way which respects the rights of other consumers and service staff
- You need to take responsibility for any decisions you make
- You are to help the relevant service to provide them with appropriate assistance

Interpreting services

If you require a language translator, call the Translating and Interpreting Service (TIS) on 131 450.

TIS operates nationally and is available to any person or organisation for the cost of a local call. The interpreting service is provided 24 hours a day, 7 days a week covering more than 100 languages.

You may have to call TIS 131 450 and then ask them to connect you to the some of the services. Services will indicate when you have to do this instead of phoning them directly.

For more information or assistance

For more information about any of the services you have read about in this handbook, you can ring the Commonwealth Carelink staff on 1800 052 222 and they can provide you with information like phone numbers and descriptions of services. If you speak a language other than English then ring TIS on 131 450 first then ask to be connected to the Commonwealth Carelink staff on 1800 052 222 and they will assist you with the help of an interpreter.

The Eastern Sydney Multicultural Access Project has a team of bilingual workers who can provide you with information and can refer you onto HACC services in Eastern Sydney. You can drop into the office on Wednesday at Suite 301, Level 2, Office Building, Westfield Eastgardens or phone the project on 9344-8275.

Some HACC services in the area are funded to provide services to specific cultural, religious, language groups. These services can be contacted on the numbers listed below:

Name	Number
Jewishcare	8305-8000
Jewish Centre on Ageing	9389-0035
Australian Chinese Community Association	9281-1377
Greek Welfare	9516-2188
Botany Migrant Resource Centre	9663-3922
CO AS IT (Italian)	9564-0744
SLASA (Spanish)	9663-3922
Alleena Centre (Aboriginal & Torres Strait Islander)	9319-2247

EXAMPLE COMPLAINT FORM

NAME OF SERVICE _____

DATE _____

COMPLAINT RECEIVED BY _____

NAME _____

- Client** **Advocate** **Carer**
 Other

ADDRESS _____

PHONE NUMBER _____

DETAILS OF COMPLAINT _____

Signature:

Date:

ACKNOWLEDGEMENTS

The following people were involved in compiling the information within the handbook.

- Michelle Lohan, Echo Neighbourhood Centre
- Pamela Lockhart, HACC Reform Worker
- Navid Nabipour, Eastern Sydney HACC development Project
- Donnette Rigney, Commonwealth Carelink Centre
- Sharon Blunt, Randwick/ Waverley Community Transport
- Meagan Tutt, Randwick Information and Community Centre
- Shiralee Carroll, Aboriginal HACC Access Officer
- Lisa Kinsey, South East Sydney Carer Respite Centre
- Elena Berrocal, Eastern Sydney Multicultural Access Project (Resigned July 2001)
- Samantha Ngui, Eastern Sydney Multicultural Access Project

The Working Party acknowledges the work of Multicultural Home Respite Inc. for their Consumer Handbook. For alterations to any information contained in this handbook, contact the:

Eastern Sydney Multicultural Access Project

Suite 301, Level 2, Office Building, Westfield Eastgardens 2036

Phone 9344-8275

Fax 9344-7030

Email coordinator@esmap.org.au

Web <http://esmap.org.au>

First Printed in December 2001

