

Home Support Services - Client Information Sheet

This document is to provide you with a summary of services available through Dubbo Neighbourhood Centre Ltd., operating as **Connecting Community Services (CCS)** and to advise your rights and provide general information about accessing services.

Commonwealth Home Support Program (CHSP)	Funded by the Australian Government, the Commonwealth Home Support Programme (CHSP) provides a range of entry-level aged care services for older people to assist them to live independently at home. The program is for frail older people aged 65 years and over (or 50 years and over for Aboriginal and Torres Strait Islander people).
Services	CHSP Services provided by our organisation include: <ul style="list-style-type: none"> • Home Modifications • Home Maintenance and Garden Maintenance • CHSP Individual Support Services.
How to Obtain Service	To be eligible for a CHSP subsidy clients are to register with My Aged Care and will have an assessment to determine eligibility. If you are unsure if you're registered, please Call My Aged Care on 1800 200 422, or please ask our staff at 31-33 Church Street Dubbo – 1800 319 511.
Client Fees	Our Home Modifications and Home Maintenance are not free services. CHSP subsidised clients are normally asked to pay approximately 50% of the total cost of home modifications, however there is some flexibility. It is expected that clients who can afford to contribute to the cost should do so. Clients are provided with a free, no obligation quote for works to make an informed decision. CHSP subsidised home and garden maintenance rates are published in the Home and Garden Maintenance Price List. Clients accessing Social Support accompanied activities and visiting are requested to contribute towards cost of service, e.g. \$5-\$20. Clients will be provided with a Service Plan including fees to agree to before services commence.
Prioritising and wait list	Where demand for services exceeds available resources, we may operate a waiting list. Our garden maintenance service is regularly at full capacity. Clients will be notified should a waiting list be introduced or if there may be a delay. We prioritise according to level of need and risk and our capacity to service client's needs. If you require assistance urgently or as a matter of high priority, please contact our office on 1800 319 551.

Refusal / Non-acceptable of service plan.	<p>Clients may refuse service. Refusal of service will not prevent a client from accessing services in the future. Where a client has been referred for a service from My Aged Care and refuses service, including where they advise they have no immediate need for service, or have not accepted the quote/service plan within the stated timeframe their service offer will be revoked. To access the service at a later date they may be required to contact My Aged Care to request a new service referral.</p> <p>We may decline service if the client's needs are outside the scope of the services provided by our organisation, if we do not have the capacity to offer the service, or if the client is located in an area we do not service. The applicant will be informed at the time of enquiry or assessment and information on other services and support options will be discussed.</p>
Charter of Aged Care Rights	We recognise your rights and promote the <i>Charter of Aged Care Rights</i> , providing the same rights to aged care consumers regardless of the type of care received. The Charter is attached to this information sheet.
Assessment and planning: Service Plan	<p>In following the Aged Care Quality Standards, we undertake initial and ongoing assessment and planning for services. We do this by reviewing your My Aged Care Support Plan and Occupational Therapist Report (for home modifications where applicable), and most importantly discussing and confirming details with you as the client.</p> <p>This discussion will usually occur over the phone and in some cases will involve a home visit. You will be provided with a Client Service Plan / Quotation for you to sign if you wish to accept.</p>
<p>The assessment is to determine:</p> <ul style="list-style-type: none"> • Current needs/goals: For example, if you require help with gardens, other home maintenance, home modifications or social support. For other needs we can help you contact other providers who may help. • Preferences: Service frequency—regular scheduled service, on-request or once-off; day/time for service; permissions to do agreed work if no one is home or not; and action you'd like us to take if you are not home or not answering for a scheduled appointment. <p>We will try to meet your needs and preferences, however for the subsidised rate under the CHSP program the service must relate to needs in terms of maintaining accessibility, safety, independence or health and wellbeing. These are basic services primarily for function and safety rather than for aesthetic effect. This includes garden maintenance.</p> <p>If we can't meet all your needs and preferences, we will explain why so you can make an informed decision to proceed with the service or look at other options.</p> <p>Client Service Plans will be reviewed at least annually. Where your circumstances, needs or preference change please let our office know.</p>	

<p>Wellness and reablement</p>	<p>We are committed to wellness and reablement approaches to maximise client independence and autonomy – this means you are encouraged to do the tasks you can do safely yourself and we are here to help you with the things that you need assistance with. For example, you may be able to do light pruning yourself but might need help for higher pruning needing ladder work, or you might not be able to mow your lawns temporarily after an injury or illness and require short-term help but in time gain the capacity back to do this task. Home Modifications, such as the installation of a grabrail may help you remain independent without having to rely on a support person.</p> <p><i>People who keep doing everyday tasks live better and longer.</i></p>
<p>Privacy and Confidentiality</p>	<p>You have the right to privacy and confidentiality of your personal information; and to access your personal information. We collect, record and maintain a variety of information about our clients to enable us to deliver services. We comply with the Australian Privacy Principles. We must get consent from our clients to enable us to share information with a third party. For contractual purposes, we are required to report client and service details to state and federal governments. Reported client data is de-identified and used for statistical purposes, research and evaluation. You have the right to refuse in giving this information. Consent is collected via the Client Service Plan. It can be a signature or recognition of a verbal consent.</p>
<p>Health, Safety and Wellbeing. Risk Assessments</p>	<p>Clients have a right to feel safe. Our staff and volunteers undergo a police check to determine suitability for employment.</p> <p>It is expected that staff visiting client homes and clients themselves can be free from safety or health hazards, including physical hazards, verbal abuse, threats, intimidation, and made to feel unsafe. Staff will complete a risk assessment and may ask clients to help by answering questions.</p> <p>If you have any animals, you will need to secure them away from workers. We also ask both clients and workers not to smoke during home visit. If you or someone in your house has an infectious illness, including COVID-19 please call us to notify before your scheduled appointment.</p>
<p>Ageing and Disability Abuse Helpline</p>	<p>You can raise concerns about your own wellbeing or any other older person who you think may be being abused, mistreated or exploited by calling the <i>Ageing and Disability Abuse Helpline</i> on 1800 628 221.</p>
<p>Advance Care Planning and</p>	<p>Advance care planning is thinking about and documenting your preferences for future health care should you find yourself in a position where you are seriously ill or injured and not able to make decisions.</p>

End of Life Planning	While our organisation’s services do not extend to healthcare or personal care, we are still required to raise this matter as part of the assessment and planning process required by the Aged Care Quality Standards. For further information, you may speak to your GP or call Advance Care Planning Australia on 1300 208 582. Alternatively, please contact our office if you would like any further information or if you would like us to make a referral for Advance Care Planning Australia to contact you.
Representatives and Advocates	<p>A representative is a person or organisation you nominate who can speak and act on your behalf. With your consent, they can communicate with My Aged Care, assessors and service providers, and make decisions for you. They could be a family member or friend, a carer, or an organisation. You can change or add another representative at any time.</p> <p>When we receive referrals from My Aged Care we check for listed Representatives and contact the listed Primary Contact (which may be the client themselves or a Representative).</p> <p>All clients have the right to appoint an advocate. An advocate is an impartial person who works on your behalf to help you understand your rights in the aged care system. They can help you with:</p> <ul style="list-style-type: none"> • making decisions about the care you receive • resolving concerns with your aged care provider • increasing your skills & knowledge to advocate for yourself, and more. <p>Where a client wishes to appoint an advocate, we must be informed in writing. Clients can change their advocate at any time. If needed, we can help you find an advocate. Organisations such as the <i>Older Persons Advocacy Network (OPAN)</i> 1800 700 600, can offer help and support.</p>
Feedback	We encourage clients to provide feedback about the service they receive. You may provide feedback in person, in writing or by phoning our office. We will also periodically survey our clients by phone or paper survey, response is optional and clients have the right to remain anonymous.
Complaints	<p>You have a right to complain without fear of retribution, and can expect complaints to be dealt with promptly, respectfully and in consideration of privacy and confidentiality. No clients will be disadvantaged or refused service as a result of raising a complaint. If you have a concern or complaint please let us know by calling our office on 1800 319 551 or emailing info@dnc.org.au</p> <p>You also have the right to contact the Aged Care Quality and Safety Commission on 1800 951 822 if you’re not satisfied with the outcome.</p>
Interpreting Help	Interpreting help is available from the Translating and Interpreting Service National (TIS National) on 131 450.

Our full **Client Information Booklet** has further information.

If you would like a copy or have any questions please call **1800 319 551**. Thank you.



Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

Consumer

Provider

Terri Coward

Consumer (or authorised person)'s signature (if choosing to sign)

Signature and full name of provider's staff member

Dubbo Neighbourhood Centre

Full name of consumer

Name of provider

/ /

Full name of authorised person (if applicable)

Date on which the consumer was given a copy of the Charter

/ /

Date on which the consumer (or authorised person) was given the opportunity to sign the Charter

Charter of Aged Care Rights

Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

Providers

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. Providers must give consumers a copy of the Charter that sets out:

- signature of provider's staff member;
- the date on which the provider gave the consumer a copy of the Charter; and
- the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;
- the consumer (or authorised person)'s signature (if they choose to sign); and
- the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.