



# **Aged & Disability Services Client Handbook**



**Information for Clients & families about  
Council's Home and Community Care  
program ( HACC)**

## Home and Community Care

**OFFICE HOURS: 9 am – 5 pm**

Monday to Friday      PHONE: 53980107

Fax: 53982502

**Address:**

**Community Services Department  
34 Lyle Street  
Warracknabeal 3393**

**Email enquires: [opoulton@yarriambiack.vic.gov.au](mailto:opoulton@yarriambiack.vic.gov.au)**

**Website: [www.yarriambiack.vic.gov.au](http://www.yarriambiack.vic.gov.au)**

Please note:

Where possible we would appreciate an appointment being made to see the Community Services Manager and Aged & Disability Services Co-ordinators as we cannot guarantee they will be in the Office.

**For Emergencies, Cancellations, After hours**

**Public holidays:**

**AFTER HOURS:**

**0417036279**

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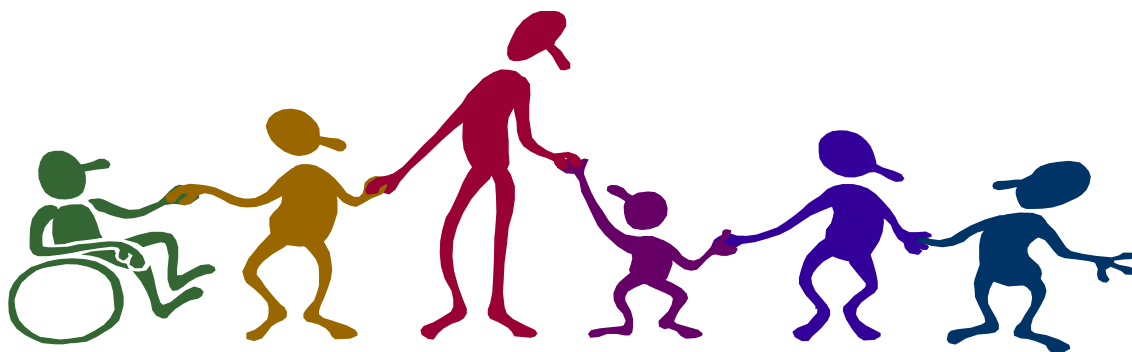
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# WELCOME TO YARRIAMBIACK HOME & COMMUNITY CARE SERVICES

## Our Aim is to:

- § Provide a comprehensive and co-ordinated support service for the frail, aged and people with a disability from all cultural backgrounds, and their carers.
- § Assist people to continue to live independent and in your home and community.
- § Provide services that are flexible and able to meet the needs of people who are eligible for services.



## **GENERAL OVERVIEW**

### *HOME & COMMUNITY CARE PROGRAM (HACC)*

In Victoria this program has been providing support to the community for many years with financial assistance from the State, Commonwealth and Local Governments.

The Home & Community Care Program (HACC) guidelines were established by the Home and Community Care Act 1985, and the program is monitored by the Department of Human Services Victoria.

The HACC program is designed to provide a wide range of support to people who are frail, aged and have a moderate to severe disability to stay living independently in their homes for as long as possible.

Yarriambiack Shire Council receives funding for the Home & Community Care program (HACC) to provide:

- “ Assessment and Care Co-ordination
- “ Domestic Assistance – Help around the house
- “ Personal Care – Self care
- “ Respite Care
- “ Property Maintenance
- “ Delivered and Centre based Meals

Other funded programs provided by the Yarriambiack Shire Council include:

- “ Senior Citizens Groups
- “ Volunteer Transport
- “ Tai Chi / gentle exercises

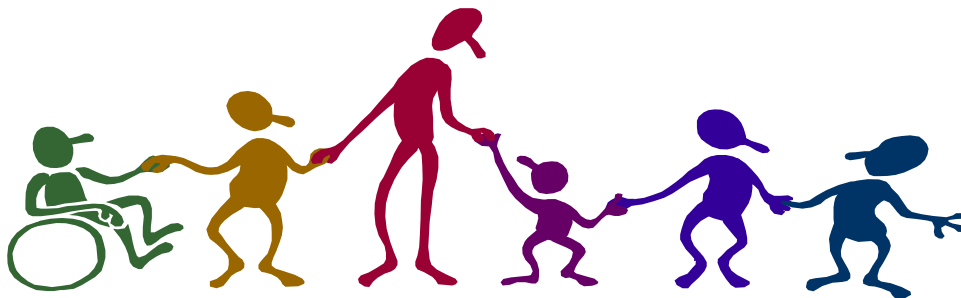
The following services are provided as a “top up” to enhance the service you may already receive. The Yarriambiack Shire Council will be providing the workers for these programs.

- Ø Post Acute Care
- Ø Hospital to Home
- Ø Hospital in the Home
- Ø Aged care packages

## Your Rights as a Client

As a recipient of Home and Community Care funded services, you have the right to:-

- § Quality Home and Community Care Service, given as promptly as circumstances permit.
- § Be assessed for access to services without discrimination.
- § Respect for your privacy, dignity and individual worth.
- § Be treated with courtesy.
- § Be informed and consulted about available services.
- § Be involved in decisions about your care.
- § Pursue any complaint about the service without fear of retribution.
- § Be notified of any alterations to services being provided.
- § Privacy and confidentiality and access to all personal information kept about you.
- § Involve a family member, friend or other person as your advocate.
- § An advocate should you wish. You can do this by contacting the Office or Public Advocate – 5<sup>th</sup> Floor 436 Lonsdale Street, Melbourne Vic 3000 or Toll Free – 1800 136 829.



## Your Responsibilities as a Client

Your responsibilities are:-

- § To respect the dignity and rights of persons providing the service
- § To ask questions about services and seek further clarification where appropriate
- § To accept the consequences of your informed decisions
- § To treat Aged & Disability Services staff and other clients with courtesy
- § To play your part in helping the Aged & Disability Service staff to provide your service
- § To inform your Aged & Disability Services Office of any complaints you may have with the service
- § To inform the Aged & Disability Services Office when you do not require a service or require a change in the service.
- § To ensure that your home is as safe as practicable because it is workplace
- § To ensure the equipment and materials required are available for staff to carry out their work in your home.
- § To refrain from smoking whilst the worker is in your home.

Services are only provided when a householder is in attendance. You must advise the coordinator when you are going on holidays or if you are going to be absent. Failure to do so may result in you being charged for the service.

Clients should not ring Community Care Workers or request any change of service with them. A request for any changes to services must be discussed with the Aged & Disability Services Office.

# YOUR INFORMATION – IT'S PRIVATE

## *PRIVACY & CONFIDENTIALITY*

Your privacy and confidentiality will be respected. We do not discuss your details with anyone else without your permission.

Our Community Care Workers are not allowed to disclose details of their clients with anyone else and we would appreciate it if you do not ask questions of them about their other clients.

### *How will your Information be Protected?*

The Yarriambiack Shire Council ensures appropriate handling, storage and management of your personal information.

We are committed to protecting the confidentiality of your records. The Privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely

### *Can you access your information?*

Yes, you have a right to request access to your information and ask for it to be corrected if necessary. Please ask us if you wish to do so and we will arrange an appointment time that suits both parties.

***\* In some circumstances requests for access to information may be denied. Client information will not be made available to third parties without written consent by the client or where a client is not capable of making a valid consent, a power of attorney – an original copy (not a photo copy) must be sighted before any information can be passed to a third party.***

### *Why Do We Collect Your Information?*

The information we collect helps us to determine how we best meet your needs, so that we can care for you in the best possible way. We also use the information to better manage and plan our services.



## *Who Else Sees Your Information?*

Your information can only be seen by the professionals in this service involved in your care. Your relevant details may be provided to our contractors who provide services such as Property Maintenance. If you receive Delivered Meals, contact details only will be given to the volunteer drivers, in order that you can receive this service. Otherwise we only release information about you if you agree, or if required by law, such as in an emergency.

## *What Say Do You Have In What Happens To Your Information?*

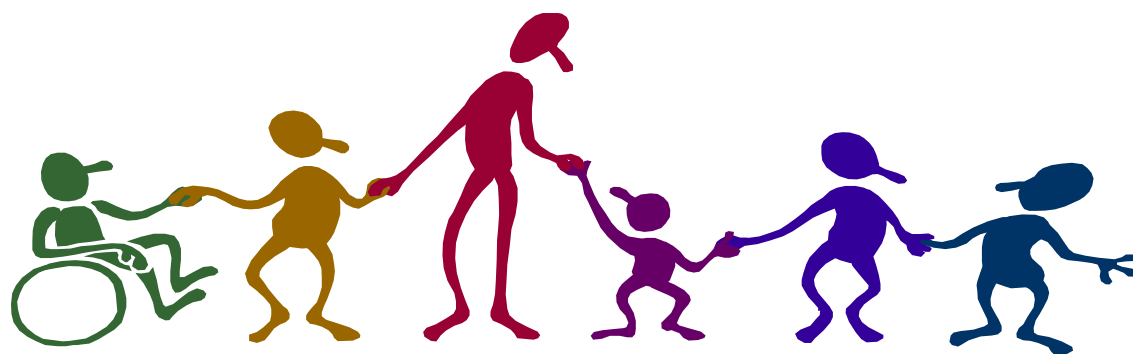
You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. If you decide not to share some of your information or restrict access to your consumer record, this is your right, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

## *Privacy Act*

Council operates in accordance with the Information Privacy Act. Privacy Act legislation came into full effect on 1<sup>st</sup> September 2002, to protect the privacy of your personal information.

For further information phone 1300 666 444.

□□□ If your concern is unresolved, you have the right to access the Health Services Commissioner toll free on **1800 136 066**.



## *Assessment and Referrals*

Council's Aged & Disability Services Co-Coordinators' and Assessment Officer are available to provide information on all services available for the Age, people with disabilities and their carers.

Once your HACC request has been accepted we will contact you.

New clients receive a Living at Home Assessment. These occur in the home and involve a broad holistic assessment of general health and wellbeing, focused on active ageing and independent living:

- Building on the person's and carer's autonomy, by offering choices that focus on individual strengths, abilities and interests.
- Supporting people to regain skills and capacities wherever possible.
- Strengthening social, community and family connections.

A Living at Home Assessment focuses on:

- Social, functional and emotional needs
- Carer and family needs
- Environmental issues
- Strengths and capacities.

Referral to appropriate services or specialist assessment can be made if required.

Referrals can be made by any person in the community, yourself, a friend, and relatives and by health professionals such as your Doctor, Occupational Therapist, and Hospital.

The Home and Community Care program funds services designed to support people to achieve their goals and live in their homes for as long as possible.

**If making a referral on behalf of another person you must have their permission.**

## Reassessments

Regular reassessments occur yearly or as required, to consider how our Services are supporting you to work towards your goals.

The review will:

- ü Consider your goals and progress towards these
- ü Note any changes in your situation
- ü Reassess your eligibility for the service
- ü Provide referrals to other services as required

A review does not mean your service will necessarily change.

It is an opportunity for you to discuss any issues or concerns you may have and the best way to deal with these issues

If you are not satisfied with the outcome of your review, you can contact the Aged & Disability Service Co-ordinator on 53980107 to discuss this further.

## Eligibility for services

HACC prioritises its' services to those most in need.

Clients will be assessed for HACC eligibility to receive services.

Clients are then assessed to determine priority of accesses. Clients may need to be placed on a waiting list prior to a service commencing.

Eligible people include:

- “ frail older people
- “ people with physical, functional, sensory, intellectual or psychiatric disabilities
- “ people with acquired brain damage
- “ families who have a child with a disability
- “ Carers who support people with dementia
- “ Carers who assist a person(s) to stay at home
- “ Special needs groups within this section including people from culturally and linguistically diverse backgrounds and indigenous people.

## When is the Home Support Services available?

Home Support is available seven days per week including evening and some overnight care. Generally, domestic care, personal assistance and home maintenance will be provided Monday to Friday, 8.00am to 5.00pm, except public holidays.



### Domestic Assistance

This service provides in-home support to people who wish to remain in their homes but require minimal assistance to maintain their independence or to support the carer.

Community Care Workers will assist you with a variety of household tasks, and will only clean areas that are used by you. Our aim is to assist you to stay active and maintain your home in a safe and clean manner. Essential tasks are our priority

Tasks may include:

- “ Cleaning floors (mopping, sweeping, vacuuming)
- “ Cleaning shower, baths, toilets
- “ Cleaning stoves, refrigerators, cook tops
- “ Cleaning inside of windows (limited)
- “ Changing bed linen and making beds
- “ Limited dusting (only for health reasons)
- “ Laundry: washing and hanging out, bringing in
- “ Limited ironing
- “ Limited food preparation in some circumstances
- “ Take clients shopping / do the shopping

### Tasks not undertaken by Home care Staff:

Due to the Occupation Health and Safety rules the Yarriambiack Community Care Staff are unable to perform the following tasks.

- § Cleaning and scrubbing floors on their hands and knees.
- § Lift heavy items such as mattresses, heavy furniture and porta pots. Must not climb on furniture to carry out tasks.
- § Tasks that require a stepladder **must not** be carried out unless approved by the co-ordinator.
- § Clean high windows, drapes or Venetian blinds and Washing walls or ceilings
- § **Hand wring mops**. A bucket or self wringing mop must be supplied.

### Teenagers and Other Adults

- § The Community Care Worker will not clean or tidy up after other household members who have not been assessed as clients

### Occupational Health & Safety (OH&S) Limitations

The health and safety of our Community Care Workers is very important, and therefore, there are limitations placed on the tasks they can perform. Generally if there is something unsafe in your home eg slippery mats or broken/rotting boards on verandahs, they are unsafe for yourself as well as any visitors.

Also in the interests of health and safety, the Community Care Workers must:

- “ Use a safety switch (supplied by Council) when using any electrical appliances
- “ Only use electrical appliances that are safe
- “ Avoid repetitive tasks for more than 20 minutes at a time
- “ Use rubber gloves at all times while cleaning
- “ Not use any strong cleaning products which produce hazardous fumes
- “ Always wear shoes inside your home (some Community Care Workers carry an extra pair of shoes/shoe protectors for the inside of your home)

## *What Is A Fair Standard Of House Cleaning?*

While our Community Care Workers try to achieve a high standard of cleaning, sometimes this is not possible due to time constraints, inadequate equipment, or simply the task is too great.

Please indicate to the Community Care Worker which jobs are most important, so these can be done first in the time available to you. Community Care Staff are **NOT** permitted to climb on chairs or ladders unless approved by the coordinator.

## *Personal Assistance*

Personal assistance is provided to clients who have been assessed to require the following assistance with tasks:

- § Transportation and accompaniment to appointments. Please note that we are only able to transport clients who need the assistance of an escort. Direct requests to the Aged and Disability Services office for consideration.
- § Letter writing
- § Shopping and banking
- § Reading papers or mail



## EQUIPMENT AND MATERIALS

When being assessed for the service, our assessment Officer or Community Care Worker will do a safety check of your home. The assessor will also provide you with a list of cleaning products.

Please ensure that all your electrical appliances are in good working order and that cleaning equipment is light and easy to use. The Community Care Worker will advise you if materials are unsuitable and all cleaning agents available are safe to use. Cleaning items such as Domestos, Shower Power and some oven cleaners can affect some people adversely so please avoid these items.

***If you are using the home maintenance service the Home Maintenance workers will provide the tools and equipment they need to carry out tasks.***



### What About Breakages?

Although Community Care Staff are expected to take every care with your property, accidents can happen. We strongly recommend that you protect valuable or precious objects from risk of damage by putting them in a safe place and telling the Community Care Worker not to touch these. As Council cannot insure households against breakage, you are requested to claim on your own contents insurance. If items do get broken we need to discuss this as soon as it happens.

If the Community Care Worker is injured whilst working in your home, they will be covered by Council's insurance and the incident should be reported to the coordinator, by the worker, as soon as practicable.

## Who Provides The Equipment And Materials?

You are requested to provide all cleaning agents and equipment. A list has been compiled to help you purchase good value effective cleaners for your Community Care Worker, which have been assessed as meeting Worksafe Australia criteria.

The Aged and Disability Services have assessed the following chemicals as safe and request that these be provided for use by our Community Care Staff when undertaking duties in your home.

### **WINDOWS** (inside only)

MICRO FIBRE CLOTH

### **BATHROOM**

#### **Bathroom**

JIF – CREAM/GEL  
WHITE LILLY  
EARTHCHOICE

#### **Toilet**

HARPIC  
TOILET DUCK  
HARPIC POWERONS

### **FLOORS**

#### **Mopping**

MR MUSCLE  
PINE O CLEAN  
HANDY ANDY

#### **Vacuumping**

No carpet powders

### **MULTIPURPOSE**

#### **Dishwashing**

EARTHCHOICE  
PALMOLIVE

#### **Dishwashers**

FINISH (tablets only)

### **LAUNDRY**

DYNAMO (Liquid)  
SOFTLY (Liquid)  
EARTHCHOICE WOOLWASH (liquid)

### **NON-CHEMICAL ALTERNATIVES**

VINEGAR  
BICARB SODA  
LEMON JUICE  
ENJO PRODUCTS

These items are in compliance with the Occupational Health & Safety Act 2004, and Occupational Health & Safety (Hazardous Substances) Regulations 1999.



## Who Provides The Equipment And Materials? Con't

### **PLEASE NOTE**

- No products containing Chlorine or Ammonia are to be used.
- Cleaning products are to be used, strictly in accordance with the manufacturer's instructions.
- Products must not be mixed prior to use.
- Only gels, creams or liquids to be used.
- Community Care Workers are not to use sprays – due to inhalation causing irritation to the airways.

All equipment provided must be in good working order and cleaning products need to meet the required standards, otherwise the Community Care Worker will not be able to do that particular task for the day.

Items required are:

- “ Mop and bucket (Vileda type preferred)
- “ Vacuum Cleaner (light weight), stored in an easily accessible area
- “ Appropriate cleaning cloths
- “ Broom, dust pan and brush
- “ Long handled cobweb brooms (if high ceilings)
- “ Long handled squeegee to clean high inside windows



## Wear And Tear Clause

It is your responsibility, not the Community Care Worker's, if a cleaning appliance such as a vacuum cleaner breaks down. This is generally due to wear and tear on the item in question.

## Personal Care

Our Community Care Workers have been trained to assist people with their personal care needs and have completed an accredited course. On going training is provided to all staff to assist:

- “ with showering, toileting, shaving, grooming,
- “ with dressing/undressing
- “ mobility - getting in and out of bed
- “ monitoring - of self medication
- “ rehabilitation programs under the direction of professional staff from the hospital – (eg. assisting with prescribed exercises)
- “ assist with meals – preparation, feeding.

Where appropriate the Community Care Worker will be given specific training as required – to meet your individual needs. This may need some additional assessment by a health professional - District Nurse, Physiotherapist or Occupational Therapist.

In consultation with the client, carer and health professional, a care plan will be developed and an OH&S risk assessment performed.



## Respite Care

Respite services are offered to support the Carers. They may be caring for an ill, frail aged, person with dementia, children and adults with disabilities who cannot be left alone. Our staff may stay with them in your home for various periods of time while you take a break or attend to personal business.

*NB. The Council Respite service is not available to provide care while the usual carer undertakes paid employment.*

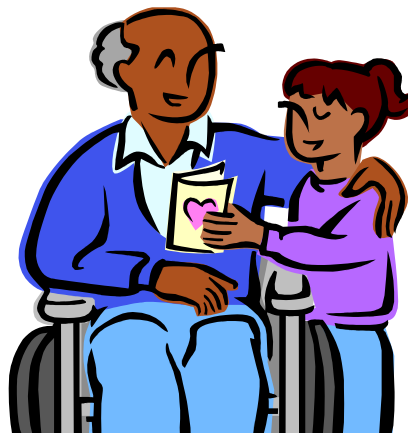
*Respite is available during the day or evening and can be extended to overnight care when required.*

Where appropriate the Community Care Worker will be given specific training as required to meet individual needs.

Generally, where respite is required for a family who has a child with a disability, only the child who has the disability will be cared for.

Respite is seen to give the parents the opportunity to interact with their other children and be able to do activities with them that they may not normally be able to do.

In consultation with the client/carer, a customised care plan will be developed and an OH&S risk assessment performed.





### *Property Maintenance Service*

The Home Maintenance service provides maintenance, installation of safety aids and minor modifications. The aim of this service is to provide a safe, healthy and accessible home. Priority will be given to jobs that reflect this. The Home Maintenance Service is available to elderly and disabled residents who do not have access to other means of assistance for odd jobs.

#### Property Maintenance includes

- Ø Installation of safety rails, ramps and hand held showers – Occupational Therapist assessment may be required for these items to be installed. (Installation of the above items may require a qualified trades person)
- Ø Minor carpentry.
- Ø Repairs to fly screens and windows, locks, door handles and doors, fence palings and gates, loose and dangerous floorboards, taps (a plumber may be required)
- Ø Rubbish removal to the tip (fees will apply)
- Ø Occasional grass cutting (to reduce fire hazards) and pruning of overhanging branches from paths and roofs.
- Ø installation of smoke alarms and replacement of batteries – (Where possible)

#### Property Maintenance does not include:

- § Lawn mowing
- § Cleaning spouting and down pipes
- § Repairs to hot water services
- § Replacement of spouting
- § Re-stumping of houses
- § Installation of carpet or lino
- § Painting or papering jobs
- § Electrical or plumbing work which require tradesman's skills.

If the task is beyond the scope of the service, the Council will assist you to obtain alternative affordable advice or assistance.



## *DELIVERED MEALS*

The “Meals on Wheels” Service provides for home delivery of a hot, three course and nutritionally balanced meal. The meals consist of soup, a main course, dessert and a fruit juice drink. A monthly account will be sent to you for the cost of the meals.

Meals are delivered by volunteers from community groups. The Shire could not operate the Meals on Wheels service without the volunteers, please respect them.

Hot meals are delivered each week day between 11.30am and 12.45pm except public holidays and weekends.

This is an approximate time and although meals tend to be delivered to each home at around the same time each day this regularity may be upset from time to time.

If you have special health, religious or culturally based dietary requirements, please discuss this with the coordinator. We are unable to make special arrangements for particular food likes and dislikes. If you don't like particular food items, please discard these and enjoy the rest of the meal.

All prospective Clients who wish to receive Meals on Wheels must have an assessment and pass the criteria before delivery.

### *What Do I Do If I'm Not Home To Receive My Meal?*

If you need to cancel or restart your Meals that morning you **MUST** inform the Warracknabeal Office by 9.30am. Council will inform the appropriate Hotel/Hospital. This will save a lot of confusion and prevent errors in your meal account.

Due to the risk of food poisoning meals cannot be left outside the house even if an esky is provided.

The Meals on Wheels coordinator can be contacted on 1800 065 647 between the hours of 8.30am and 10.30am Monday to Friday.

**If your meal fails to arrive, please call 1800 064 647.**

## *CENTRE BASED MEALS*

Centre Based Meals are provided to people over the age of 55 in the Yarriambiack Shire Council to enjoy a weekly or monthly meal in the company of others.

A 2 course meal is provided in Senior Citizens Clubs and Hotels throughout the shire.

### **No meals provided on Public Holidays.**

If you need to cancel or restart your Centre Based Meals you MUST inform the person who is in-charge of co-ordinating the meal by 9.30am.

Patchewollock	2 <sup>nd</sup> & 4 <sup>th</sup> Tuesdays in the month @12 noon
Woomelang	Thursday @12 noon
Hopetoun	Wednesdays & 1 <sup>st</sup> Monday of the month @12.30pm
Beulah	Friday @12 noon
Brim	Wednesday @ 12.15pm
Warracknabeal	Monday, Wednesday, Friday all at 12 noon
Minyip	Friday @12 noon
Rupanyup	Thursday @ 12 noon
Murtoa	Thursday @12 noon

If you are interested in attending any of the above meals please contact Council as meals need to be ordered.

For more information phone 03- 5398 0100 or 1800 065 647





### *Volunteer Transport*

The transport service provides a door to door service from your home to medical or other important appointments.

This service is available for those aged and disabled residents with special needs who fit the criteria. Bookings are to be made in advance (more than 48 hours notice required) through the Transport Coordinator on 53980130.

The Transport service is limited to medical appointments and the availability of volunteers and vehicles.

There is a small fee for this service based on kilometers traveled.

### *Senior Citizens*

Senior Citizens Centres are located throughout the Shire.

Meals and activities are provided at these centres for social interaction for people 55 years and over. If you would like further information, please contact the HACC Office on 53 980107.

Each year, Council co-ordinates **Seniors Festival Week**.

This is now held in Warracknabeal late September each year.

Activities include a free concert in the Town hall and luncheon at the Warracknabeal Leisure Complex (Anderson St).



## *Tai Chi / Gentle Exercises*

The Yarriambiack Shire Council is able to offer people 55 plus and people with disabilities the opportunity to be involved in Tai Chi and Gentle exercises throughout the shire. New groups are always encouraged to start. If you wish to be involved in an exercise program and would like to know more about the programs below please contact the Shire HACC office on 53980107



These sessions run for 1 hour per week in the following centers;

ü Hopetoun	Tuesday	4.00pm to 5.00pm
ü Beulah	Tuesday	10.30am to 11.30am
ü Minyip	Thursday	5.00pm to 6.00pm
ü Rupanyup	Thursday	11.00am to 12.00 noon

## *PAYMENTS FOR SERVICES*

A fee policy has been developed by the Department of Human Services to ensure that all people in Victoria are treated equally in relation to paying fees for the services they receive.

An hourly fee is charged for Aged and Disability Services based upon your disposable income. The balance of the cost, including travel, is met by Council and government grants.

All fees are set by Council and are reviewed annually. Charges will be set at the time of your assessment and will be reviewed when required. An inability to pay for the service will not prevent you from having the service. If you have difficulties paying, please discuss this with the coordinator immediately.

An identification button will be issued to each household on receipt of the service. This button has a number relating to your details and will be used each time the worker arrives and leaves your house. Accounts are compiled from information collected from your personal button. Accounts are issued each month and may be paid at the Shire Offices or Post Office or by mailing a cheque to Yarriambiack Shire Council, PO Box 243, Warracknabeal Vic 3393.



## IDENTIFICATION BUTTON

The Yarriambiack Shire Council issues each client with an identification button. The number on the button is allocated to you and it will verify the time worked in your home.

The Community Care Worker may require a signature to verify work done for the service if identification button is not supplied.



The button remains the property of the Yarriambiack Shire Council.

*The identification button must be returned at the end of the service if it is not returned a small fee will be charged.*

In the event of a lost identification button, please contact the coordinator on 5398 0107.

## What Should I Do With My Pets?



Not all Community Care Workers will share your love of animals and some Community Care Workers may be allergic to them, especially cats, so pets should be kept out of the way when your Community Care Worker visits.

They can be trip hazards or may escape out the door. Pets should be locked in a room where the Community Care Worker isn't working or outside if possible.

Community Care Workers do not clean out kitty litter trays or clean up dog droppings. It is your responsibility to look after your pet.

## Gifts

Community Care Workers are not permitted to accept gifts but small tokens such as home grown flowers or home produce are acceptable. To avoid embarrassment to workers please do not offer anything of value.

## *Smoke Free Policy*

It is the Council's policy that the workplace (your home) has to be a smoke free environment. Therefore you are requested to abstain from smoking whilst the Community Care Worker is in your home. Our Community Care Workers are not allowed to stay in the home if you are smoking. If you do smoke, it would be appreciated if windows/doors are opened prior to the Community Care Worker coming.



## *Public Holidays*

Home care – (domestic assistance) will not be delivered on public holidays, *only essential personal care* if required.

We will try to provide the care on another day for those clients who only have fortnightly care. Over the Christmas holiday period, we will not provide services on Christmas day.

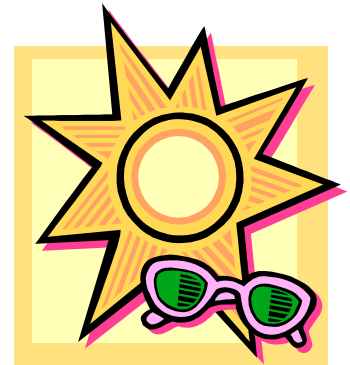
## *Working in hot weather*

Our Community Care Workers can find it difficult working at times when the temperature is high and in periods of high humidity (which affects us all).

We ask that you have your air conditioner/fans going when your Community Care Worker comes to enable them to work effectively. On very

hot/extreme weather days, the Community Care Worker will have been instructed to only do the “essential or minimal” care required for that day and to make sure they have frequent cold drinks to prevent heat exhaustion.

It is important for your own health on these hot days that you make sure you keep as cool as possible, drink plenty of fluids (if allowed) and rest to conserve energy.



## *CHANGES TO PROVISION OF SERVICE*

Home Care Services are provided to residents who are assessed as requiring assistance because of frailty or disability. While receiving services you are obliged to notify the coordinator of any changes of circumstance relating to the need for services and financial status.

Before ceasing services to you, a phone call or home visit will always be made and your views will be taken into account in whatever decision is reached. If you wish to appeal the decision you can do so yourself or with the assistance of an advocate (an independent person, friend or family member who can speak on your behalf).

The coordinator will also assist you to receive other more appropriate services, if these are required.

When you no longer require services through Yarriambiack Shire the identification button needs to be returned via the home care staff or can be returned to the Warracknabeal Office, PO Box 243, Warracknabeal Vic 3393

### *Change Of Community Care Worker*

It may be necessary for us to change your Community Care Worker due to illness, holidays or other circumstances. We know that you will understand and we hope this will not inconvenience you.

When your regular Community Care Worker is on annual leave or sick leave, a replacement Community Care Worker will be sent to you. Every attempt will be made to send someone at your regular time; however this will depend on staff availability. If a Community Care Worker cannot be sent at the same time, you will be notified and alternative arrangements will be discussed.

The Council Aged & Disability Services program will try to provide your service on the day and time that suits you, however this may not always be possible. You will be notified promptly of any change. We also ask you to contact the HACC Office if the agreed time and day does not suit you.

## cancelling Your Service

Wherever possible you must inform the office **48 hours before your service is due**. All cancellations where less than 24 hours notice was given **must** be paid for, with the exceptions of hospital admittance or you are too ill to have care on that day.

**In the interests of the Community Care staff safety and your security, all domestic service cannot be offered unless you are at home.**

**Having a friend open up the house, or leaving a key out for the Home care staff is not permitted.**

**Personal Care will continue to be provided as needed**

Please let the office know if you are:

- ü Not going to be at home at the usual time the worker calls
- ü Going on holiday
- ü Going to hospital/respice
- ü Having visitors who can do the work for you.

If you cancel your service you should expect your Community Care Worker on your next due date, ie. the following week or fortnight unless otherwise specified. If you are unable to wait until your next visit please contact the office to make other arrangements.

Unfortunately we are only able to suspend your service with your regular carer for 4 weeks, after this length of time we may need to give your time slot and Community Care Worker to another client.

*We always appreciate any feed back about the service, as your comments directly affect the way the service develops.*

## *If you are ill*

We appreciate you letting the Office know if you are ill eg have a severe cold, gastro bug etc, that your Community Care Staff could potentially catch and pass onto other clients.

We will not charge you if you cancel your care for this reason. If our Community Care Staff are ill we advise them not to come to work for the same reason.

If you have an illness/cold which puts your Community Care Worker at risk when they are scheduled to visit, please inform the Aged & Disability Service Office.

Some clients who are having chemotherapy or other treatments can be particularly at risk. If you are not sure, please always ask the advice of your Doctor.

## *Contact With Community Care Workers Staff*

It is very common for a close and trusting relationship to develop between a Community Care Worker and Client. While this can be rewarding, we ask that you do not ask the Community Care Worker to extend their duties out of work hours.

**Please do not attempt to telephone your Community Care Worker at home or enter into private arrangements with them.**

Any need for additional assistance or changes to arrangements should be directed through the HACC Office, and will be communicated to your Community Care Worker.

## *Interpreter Services*

If English is not your first Language and you require an interpreter to assist you with accessing information and services we can assist you to contact an appropriate translation service in Melbourne.

We can offer generic brochures about the HACC program and Your rights / Responsibilities as a client in other languages.



## *Involving an Advocate*

You have the right to include an advocate of your choice. An advocate is someone you know or trust who can speak on your behalf and will help you make decisions in the type of care you want. This may be a friend, relative, neighbour or someone from an advocacy service.

If you cannot find someone to act as an advocate, the Yarriambiack Shire Council will assist you to locate a suitable person to act as your advocate. Eg. Minister of religion, social worker or Justice of the Peace.

The Council can provide information about other services available from organisations such as the Office Of The Public Advocate – 5<sup>th</sup> Floor 436 Lonsdale Street, Melbourne Vic 3000 or Toll Free – 1800 136 829 and Grampians Disability Advocacy Association– Toll Free 1800 552 722

Please advise to the office if you would like more information about having an advocate assist you represent your interests and help you with complaints, disputes and any aspect of service delivery.

Some clients as they become frailer choose to have a power of attorney, which can be a close relative or their carer to make financial and medical decisions for them.

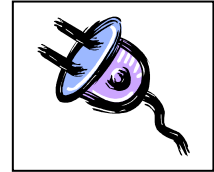
Due to privacy legislations we are obligated to only give out information to persons you have nominated eg your carer, family members, care manager and power of attorney.



## Home Safety Checks

Home Safety Audits are important as they ensure our Community Care Staff are working in a safe and secure working environment and can identify risks to you, the client, which can be eliminated or reduced.

These Safety Audits also comply with the regulations as set out in the Occupational Health & Safety Act 2004.



Your assistance and understanding is most appreciated.

Before a service can be commenced, HACC staff will conduct an OH&S check of your home. The safety check is required to ensure that the Community Care Staff are working in a safe work environment, which includes checking the equipment such as the vacuum cleaner, mop, access into the house etc.

Our Community Care Workers are required to inform the Aged & Disability Services Co-Ordinators of any hazards that they come across while working.

Twice a year, all Community Care Staff are required to complete a comprehensive safety check of each client's home. This is to ensure that their workplace is safe and meets requirements under our OH&S obligations. Safety checks are also done as required throughout the year.

## Concerns About The Service I Receive?

Please don't hesitate to contact the Team Leader, Aged and Disability Services if you wish to discuss any concerns you may have. If you are unhappy with your Community Care Worker, or any aspects of the service, please contact the office. Your concerns will be taken seriously and will not affect your eligibility for the service. All comments made are confidential.

## *COMPLAINTS ABOUT THE SERVICE*

Complaints about any aspect of our service are taken seriously. You have the right to nominate an advocate who will assist you with your complaint.

All complaints are recorded and acted upon according to the Yarriambiack Shire Council's complaints procedure to allow you maximum opportunity to have your concerns heard.

You can take your complaint to the;

Aged & Disability Services Co-Ordinator on 5398 0107 or the  
Community Services Manager on 5398 0131.

If there is still no resolution, contact the Councils Service Director  
5398 0100.

The Department of Health can also be contacted on 5333 6084 or  
The Health Services Commissioner 10th Floor 55 Swanson St  
Melbourne 3000 Phone 9655 5200

*The Health Services Commissioner deals with complaints concerning  
any private or public health service provider.*

**(See complaints issues form in back of the information  
booklet)**

## *What If I Want To Refuse A Service?*

As a client, you have a right to refuse the care as arranged with the Assessment Officer. If you do not wish to go ahead with the service as arranged, you need to inform the Aged & Disability office when you have come to that decision.

Please note that any refusal of service, will not affect your reconnection with the services in the future. To reconnect to HACC services, contact the Aged and Disability Service Office on 53980107.

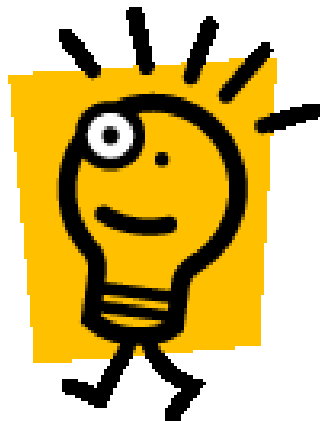


## *OTHER REASONS FOR WITHDRAWAL OF SERVICES*

Sometimes the behaviour of service users jeopardises the capacity of staff to provide quality service. Examples of this behaviour include:

- § Intimidation, threats, verbal & physical abuse, sexual harassment, excessive demands placed on staff.
- § Intoxication with drugs or alcohol
- § Failure to provide a safe working environment
- § Consistently returning late home to relieve Community Care Staff providing respite care.

When negotiation has failed to satisfactorily resolve the situation, services will be withdrawn.



### *Any Other Questions?*

Please talk to one of our staff if you have any questions or complaints about what happens to your information while you are our consumer.

Please note that as our organisation has a commitment to provide quality services, at times you may be sent surveys to complete or participate in a phone survey. These are completely voluntary and if you do not wish to participate this will not affect your service.

**Aged & Disability Services Co- Ordinator can be contacted  
on 5398 0107  
Community Services Manager can be contacted on  
5398 0131**

HACC Complaints or Issues Form

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If you have complains or issues about Services provided by the Home and Community Care program please record and return to Community Services Manager 34 Lyle Street Warracknabeal, 3393 as soon as possible.

Name.....

Address .....

Phone.....

Date.....

HACC Complaints or Issues Form

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Revised May 2007, Feb 2008, March 2008, Sept 2008, Feb 2009, March 2009  
June 2009, Sept 2009, Jan 2011, June 2011, Oct 2011

