

Client Information Sheet: Home Support Services

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

Services	Services provided include CHSP Home Modifications, CHSP Home Maintenance, CHSP Individual Support Services, Community Visitors Scheme (CVS), and Information and referrals.
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).
How to Obtain Service	To be eligible for a CHSP subsidy clients are to register with My Aged Care and will have a home support assessment to determine eligibility. Call My Aged Care on 1800 200 422, or please ask our staff at 31-33 Church Street Dubbo – 1800 319 511.
Client Fees	Home Modification and Maintenance (HMMS) are not free services. CHSP subsidised clients are normally asked to pay 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. CHSP subsidised home and garden maintenance available from \$15.00 - \$45 p/h, plus tip fess and material costs if applicable. Refer to Price List. Additional charges apply where external contractors required. Clients accessing Social Support accompanied activities and visiting services requested to contribution towards cost of service, e.g. \$5-\$20. CVS visiting is free for people on a Home Care Package (HCP).
Advocacy	All clients have the right to appoint an advocate to negotiate on their behalf. An advocate may be a carer, friend, family members or representative from an advocacy agency. 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.
Prioritising and wait list	We prioritise work according to level of need and risk. If you require assistance urgently or as a matter of high priority, please contact our office on 1800 319 551. From time to time, where demand for services exceeds available resources, we may operate a waiting list. Clients will be notified should a waiting list be introduced or if there may be a delay.

<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. CCS complies with the Australian Privacy Principles.</p> <p>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 Information Record, My Aged Care (MAC), or Service/Intake Form, it can be a signature or recognition of a verbal consent.</p>
<p>Charter of Aged Care Rights</p>	<p>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.</p>
<p>Health, Safety and Wellbeing. Risk Assessments</p>	<p>Clients have a right that our office will be a safe and healthy place to visit. Our staff and volunteers undergo a police check, in the event there is a recorded offence, a rigorous risk assessment approach will be undertaken 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. 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 visits.</p>
<p>Feedback</p>	<p>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.</p>
<p>Complaints</p>	<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 319 511. 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>
<p>Interpreting Help</p>	<p>Interpreting help is available from the Translating and Interpreting Service National (TIS National) on 131 450.</p>

Our full ***Client Information Booklet*** has further information which is available from our office. 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

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

Signature and full name of provider's staff member

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.