

## Home Support Services - Client Information Sheet

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/Garden 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. If you are unsure if you're registered please <b>Call My Aged Care on 1800 200 422, or please ask our staff at 31-33 Church Street Dubbo – 1800 319 551.</b>
Client Fees	Home Modifications and Home Maintenance 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 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 services are requested to contribute towards cost of service, e.g. \$5-\$20. CVS visiting is free for people on a Home Care Package (HCP).
Prioritising and wait list	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. 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
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.

<p>Assessment and planning</p>	<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 you will be provided with a Client Service Plan, or quotation for home modifications for you to sign if you wish to accept.</p> <p>The assessment is to determine:</p> <p>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.</p> <p>Preferences: service frequency - regular scheduled service vs on request, day/time for service, permissions to do agreed work if no one is home or not, and any action you'd like us to take if you are not home or not answering for a scheduled appointment.</p> <p>For garden maintenance, 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.</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 Services 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 style="text-align: center;"><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</p>

	<p>and maintain a variety of information about our clients to enable us to deliver services. CCS complies 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 Information Record, My Aged Care (MAC), or Service/Intake Form, 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>COVID-19 Support Line</p>	<p>The <i>COVID-19 Older Persons Support Line</i>: 1800 171 866, is available if you need information about COVID-19, stay-at-home orders or vaccinations, or if you are just worried and wish to talk to someone.</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 End of Life Planning</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. 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.</p>
<p>Advocacy</p>	<p>All clients have the right to appoint an advocate to negotiate about matters and services on their behalf. An advocate may be a carer, friend, family</p>

	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.
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	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 <b>1800 319 551</b> . 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.
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

01 / 11 / 2021

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.