

# Home and Community Care (HACC) Services



## A Consumer and Carer Handbook

# Acknowledgements

This HACC Services handbook is part of the Multicultural Access Projects, funded by the Department of Ageing, Disability and Home Care through the Home and Community Care (HACC) Program. The HACC Program is jointly funded by the Australian and State/Territory Governments.

This handbook was jointly developed by the Multicultural Access Projects in Cumberland Prospect and Northern Sydney areas. It updates the previous HACC Services handbooks of the Northern Sydney Region (2003) and Cumberland Prospect Area (2004). These previous handbooks were based upon the HACC Consumer & Carer Handbook developed by the Northern Sydney NESB HACC Access Project.

The contribution and assistance of the Northern Sydney HACC Development Project in the production of this handbook is acknowledged.

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## Disclaimer

Content within this publication was accurate at the time of production.

Provision of Services varies across regions and is subject to funding availability. Names of individual services may also vary across regions. Please contact your local Commonwealth Respite and Carelink Centre to find out about local services and their contact details.

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# **1. Home and Community Care (HACC) Services**

Home and Community Care (HACC) services are located in the community.

These services provide help to older people, younger people with a disability, and people who care for them, as they live at home.

You may be able to receive HACC services if you live at home and

- you are a frail, older person, or
- you are a person with a disability, or
- you care for a frail aged person or a younger person with a disability.

## **2. How can HACC Services assist?**

If you are getting older or, have a disability, you may find that everyday tasks at home are becoming difficult.

HACC services can assist you to continue to live safely in your home and prevent you from moving into other accommodation, like a nursing home or hostel, involuntarily or too early.

You may need services to assist you:

- If doing daily tasks, such as housework and looking after yourself, is becoming difficult.
- If you are a frail older person or a person with a disability, you may need services to assist you after a recent illness or accident.
- If you are a person with a disability and need help to continue to live independently.
- If you care for a frail aged person or a person with a disability, and need some help in looking after them.

### 3. HACCC Services: Domestic Support

There are many types of services that can help you:

#### **Counselling, Support, Information and Advocacy Service**

If you need help with understanding and managing your situation, or information about available services, or assistance with negotiating services you can contact a **Counselling, Support, Information and Advocacy Service**.



## Domestic Support

### **Domestic Assistance.**

A worker can come to your home and assist you with housework such as cleaning, washing or shopping. This service is called **Domestic Assistance.**



### **Home Maintenance and Modification**

You can get assistance to fix things in your home such as changing light globes, or installing rails in your bathroom. This service is called **Home Maintenance and Modification**

### **Home Laundry and Linen Service**

People who are incontinent can also get help. Linen such as sheets, pillow cases and towels can be supplied and cleaned. This service is **Home Laundry and Linen Service.**

### **Gardening or Lawn Mowing Service**

A volunteer or worker can come to your home and assist in keeping your garden and lawns in a safe condition. This is called a **Gardening or Lawn Mowing Service.**

## 4. HACCC Services: Personal and Social Support

### Personal Care

A trained worker can come to your home and assist you with bathing, showering and dressing. This is called **Personal Care**.



### Food Services

If you cannot cook for yourself, meals can be delivered to your home or you may receive them at a centre. These services are called **Food Services**, including **Meals-on-Wheels**.



### Community Transport

Transport can be arranged for you to attend a seniors group or to go shopping, to a doctor or a hospital for an appointment. This service is called **Community Transport**.



# Personal and Social Support

## **Social Support Services**

If you feel lonely, a volunteer or worker can visit you or take you shopping. Social activities, including group activities and outings can also be organised. These services are called **Social Support Services or Neighbour Aid.**



## **Day Care Centre**

If you would like to meet with other people and have regular social activities you can also attend a centre for social activities. This is called a **Day Care Centre.**



## 5. HACC Services: Specialised Support

### **Dementia Services**

Specially designed HACC services are available to support people living with memory loss or 'dementia', and their families. These services are called **Dementia Services**. Your local Dementia Advisor can help you to sort out the services you need.



### **Emergency Monitoring Service**

To assist your independence and security an emergency contact service is available. This is called **Emergency Monitoring Service**.

### **Case Management**

If you need assistance from several services, a worker can arrange this for you. This is called **Case Management/Coordination** service, including **Community Options**.

## 6. HACCC Services: Support for Carers

If you provide care and support to an older person or a younger person with a disability or a chronic condition, you are a **carer**. HACCC services may be able to support you in your caring role.

### **Respite Care**

A worker can come to your home for a few hours and look after the person you care for, so that you can have a rest or a break. This service is called **Respite Care**.

### **Day Care Centre**

The person you care for can also attend a **Day Care Centre** for social activities, so that you can have a rest or a break.

If you care for someone who has memory loss, or 'dementia', there are specially designed social and group activities they could attend while you have a rest or a break.

### **Carers Support Groups**

You may also like to be part of a group to receive support and information. These are called **Carers Support Groups**

Services may also run regular education and training courses for carers. Please contact your local Carer Support Services to find out more.

## 7. HACCC Health Services

### **Community Nursing**

Nurses can visit you in your home to provide general nursing care including wound dressing, giving injections, support for chronic and complex care and care of the terminally ill, who want to die at home.

The community nurse can also provide education to clients and families to help managing your health care as well as link you to other health services. An interpreter can be arranged to attend the visit. These services are called **Community Nursing**.

### **Continence Services**

Continence Nurse Advisers provide Assessment and management of bladder and bowel control problems. These services are called **Continence Services**.

## HACC Health Services

Other health services are also available in the community to assist you. These include:

**Podiatry:** This service can assist you if you have difficulty caring for your feet.

**Speech Therapy:** This service can assist you with speech problems, including voice or hearing problems. It can also assist with eating, drinking and swallowing difficulties.

**Physiotherapy:** This service can assist you with movement and breathing problems such as back problems or limb movement.

**Occupational Therapy:** This service can help you to find safe ways of doing things, which have become difficult for you due to a physical injury or illness, a disability, or as you are getting older.

**Social Work:** This service can provide you with counselling, support and practical assistance in organising the services you need.

**Dietetics:** This service can assist you with managing your individual nutritional care needs.

## 8. How to contact a service provider?

- You can contact the service yourself by telephone or by visiting a service.
- You can ask a friend, a family member or your doctor to call the service on your behalf.
- You can also ask a community worker to contact a service for you.
- Organisations that can provide telephone details of services in your local area are listed in section 18 of this booklet.
- If you do not speak English well, or do not speak English at all, interpreters are available to assist you. Interpreters are available by telephone, or an interpreter can attend meeting with you and a service provider. The interpreter service is free of charge for HACC clients.

## 9. Using the Translating and Interpreting Service (TIS)

If you cannot speak English, you can phone the Translating and Interpreting Service (TIS) for assistance. You will pay the cost of a local call, or mobile phone charge to contact a HACC service through TIS.

To contact TIS you will need to:

1. Call 131 450
2. Tell the operator, *in English*, the language you speak. The operator will connect you to an interpreter who speaks your language. Remember that you may have to wait a while for the interpreter, so be patient.
3. When you talk to the interpreter you can speak in your language. You need to tell the interpreter the name and telephone number of the service you wish to contact. A TIS interpreter will then contact the HACC service, while you wait on the phone.
4. When you have been connected to the HACC service, tell the interpreter your enquiry. The interpreter will interpret for you, by speaking with the service provider in English.

You can also contact TIS when you require to contact any government department or service and you need assistance in English. TIS operates 24 hours a day, seven days a week.

## 10. Meeting a service provider with an interpreter

- Interpreters can help you communicate with a service, so that they understand what you need, and you can understand them. A HACC service can organise an interpreter to meet with you at your home or at the service.
- It is important to use professionally trained interpreters. They speak your language and English fluently, and will directly and accurately interpret what is said.
- The Interpreting Service is completely confidential. The interpreter will not discuss your situation or your details with anyone.
- You **should not** use your relatives as interpreters because they are not trained. They may change the meaning and accuracy of what you say, and may not keep your information confidential. This could cause misunderstandings and put you at risk.

## 11. What happens when you contact a service provider?

When you contact a service they will ask you for some information about yourself and the help you need. This is called a **'referral'**. Remember, you can use a telephone interpreter to help you.

The service will make a time to speak or meet with you at your home. They will discuss with you about your needs and how they can help you. This is called an **'assessment'**.

Ask the service to arrange an interpreter to attend the meeting.

At the assessment information will be written down and a copy of the record will be given to you.

If the service cannot assist you with the help you need, they can refer you to other appropriate services.

## 12. Personal information: Confidentiality

Any personal information you give to a service will not be shared with other people without your permission. Your permission is called a **'consent'**.

## 13. What are your rights?

- You have the right to complain or express your concerns about the service without fear of losing the service or suffering other recriminations.
- You have the right to have your complaints dealt with fairly and promptly. You have the right to be represented by another person 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 interpreter services to assist you to communicate with HACC services.
- You have the right to receive services that recognise your language and cultural needs.
- You have the right to decide what services you want to receive. You may have to wait if the service cannot be provided to you immediately.
- 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.
- If your needs or circumstances change you can request a meeting with the service to discuss this.

## **14. What are your responsibilities?**

- You should act in a way that respects the rights of other consumers, service staff and volunteers.
- You need to take responsibility for any decisions you make.
- You should let the service know if you will not be home when a worker or volunteer is going to visit, or if you need to change an appointment time.
- You need to let service staff know if there are any changes in your health or circumstances, which may affect the services you need, or how the services are provided to you.
- Please feel free to ask any questions about the service you receive, and discuss any problems or issues that may affect you with the service provider.

## **15. What if you are not happy with the service provided?**

It is important to inform the HACC service if you have any concerns with the service you receive. You can talk to a staff member or contact the **Service Manager** to discuss your concerns. You can use an interpreter to assist you.

If you are not happy with the way the Service Manager addressed your concerns, you may contact:

### **The Community Services Division NSW Ombudsman**

Phone: 9286 1000

The Community Services Division is a free and confidential service and can assist you with complaints or concerns you have about the service you are receiving.

### **Health Care Complaints Commission**

General Enquiry Line: 9219 7444

Health Care Complaints Commission can assist you with complaints and concerns you have about health care services.

### **Advocacy for Seniors**

- **The Aged-Care Rights Service (TARS)**

Phone: 9281 3600

NSW Country Callers: 1800 424 079

TARS is an advocacy service for residents and consumers of aged care services.

### **Advocacy for People with a Disability**

- **Multicultural Disability Advocacy Association**  
Phone: 9891 6400
  
- **Disability Complaints Service**  
Phone: 9319 6549, TTY Phone: 9318 2138

### **Advocacy for Carers**

- **Commonwealth Carers Resource Centre**  
Phone: 1800 242 636

You may also contact your Local State or Federal Member of Parliament.

The organisations listed in 'Where to find more information or assistance' (section 18 of this booklet), may also be able to assist you.

## **16 Can someone else speak on your behalf?**

Yes, you can ask a family member, a friend or a community worker to speak on your behalf. You can also contact the following organisations that have professional staff who may be able to assist you and speak on your behalf. This is called '**advocacy**'.

## **17. How much will the service cost?**

HACC Services are subsidised by the government. There is no cost to access some services, but most services will ask for a user contribution.

The cost will be explained to you when you first meet or talk with a service provider.

Services will still be available if you are in difficult financial situation and you are unable to pay.

## **18. Where to find more information or assistance**

You could contact the following organisations to speak to someone about services in your local area.

### **Commonwealth Respite and Carelink Centre**

**Phone: 1800 052 222**

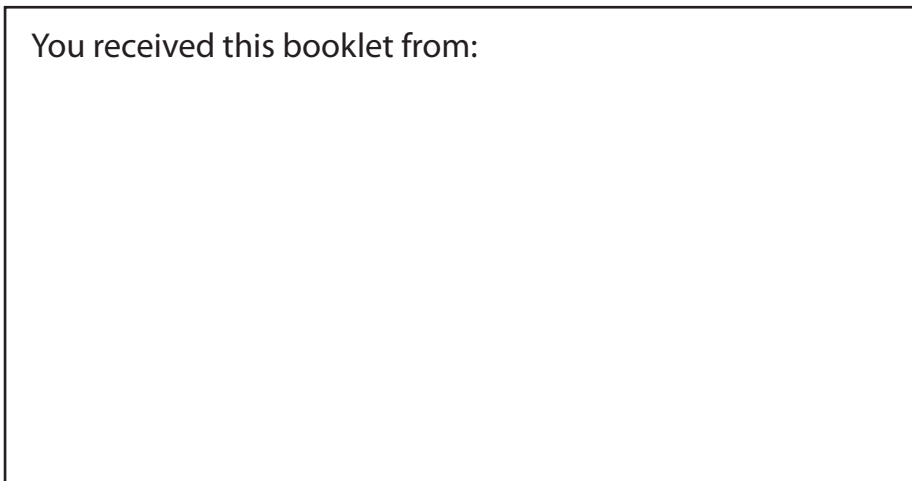
The Commonwealth Respite and Carelink Centres provide information about community and aged care services in your local area, and how to contact them. These centres can also provide information and organise support for people who care for a frail aged person or a person with a disability.

When you ring their number, you will be connected to your local centre. This information service is free.

Your local Council can also provide you with information on HACC and other community services in your area.

You can also contact community welfare organisations specific to your language or culture.

You received this booklet from:



## **19. Copies of this booklet**

This handbook is available in English and in a number of other community languages. If you would like to receive copies of this booklet please contact:

### **Cumberland Prospect Multicultural Access Project**

Sydney West Area Health Service

Multicultural Health Network

Locked Bag 7118

Parramatta BC NSW 2150

**Phone: 9840 3768**

Or

### **Northern Sydney Multicultural Access Project**

Northern Sydney Central Coast Area Health Service

Multicultural Health Service

Locked Bag 2220

North Ryde NSW 1670

**Phone: 8877 5316**

Or

### **Nepean Multicultural Access Project**

TRI Community Exchange

PO Box 63

Emu Plains NSW 2750

**Phone: 4732 6301**

