

# HACC Client Information Handbook

**Help for you to stay in your own  
home**

**Version 10**



*home and community care*

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM  
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

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- ***What do I do if I need more ongoing service?***

If you feel your circumstances have changed and you have a need for more service, your service provider will arrange a reassessment to establish how your needs can be met.

- Operate your bank account
- Act as your power of attorney
- Act as executor of your estate
- Use your credit or EftPos cards
- Offer financial advice
- Offer to buy anything you own
- Accept loans or gifts, including any benefit from a client's Will

● ***What if I am not happy with a particular care worker?***

You can discuss this confidentially with your service provider without fear of repercussions.

● ***What happens when I want an extra task done on my day of service?***

You should speak with your care worker about what needs to be done and, providing it is a safe task, the care worker may be able to arrange with you to exchange a task within your current service to provide enough time to meet your request.

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- ***What do I do if I want to go on holidays and will still need assistance with my personal care?***

Advise your service coordinator as soon as possible of your intentions. If your holiday accommodation has all the necessary equipment in place to provide you with a safe service, your service provider can organise a reciprocal service with a provider at your holiday destination.

Commonwealth Carelink can provide you with contact numbers for agencies in the area where you will be staying – they may be able to assist.

- ***How do I know that the staff coming into my home can be trusted?***

Service providers are committed to providing you with a high standard of service, and are required to meet the HACC National Service Standards.

Staff are not allowed to do anything that involves legal or financial matters, such as:

- ***What happens if I am not home for my service?***

If you know in advance that you will not be home you must let your service provider know as soon as possible as you may incur a service fee.

- ***What if it is an emergency situation?***

HACC service providers understand that these situations do occur. You should arrange to nominate a person to advise your service provider as soon as possible if there is to be an interruption to your services

- ***Can I expect to be notified if there is a change in arrangements with my service?***

Yes. You should be notified promptly by your service coordinator.

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## **What is the Home and Community Care (HACC) Program?**

Most people want to live in their own home, but some frail older people and people with a disability can find this difficult without support. Help can be provided by carers (family and friends) and by HACC and other services. HACC can provide basic support services so that frail older people and people with a disability can continue to live in their community. These services provide eligible people with help at home, support in getting out into the community, and a break for carers. HACC services are offered in your home or local community and may be provided by a HACC agency, community health centre or local council.

## **Who is eligible for a HACC service?**

HACC services are for people who need help to continue living at home in the community because:

- they are frail older people who have difficulty with everyday tasks, such as showering, getting dressed or doing housework, OR

- **Will I continue to receive services indefinitely?**

No - services are provided for the period of time for which you need them. Your service provider will contact you to regularly review the services.

- **What are my responsibilities when I am receiving a service?**

It is your responsibility to treat our staff with dignity and respect. You must maintain a safe working environment, which complies with occupational health and safety legislative requirements. You are expected to pay the agreed amount for our services and to let us know when your circumstances change or you no longer need our services.

- **Do HACC service staff receive any training?**

Yes – HACC service providers provide on-going training for staff working within their organisations.

- **Do HACC staff carry any identification?**

HACC service staff members are required to carry an identification badge, which they must show you on their first visit.

- ***Will I have to pay for the services I receive from HACC?***

Yes - HACC clients pay fees, which are a contribution toward the services they receive. Your service provider will provide information about what you will need to contribute. The remaining costs are shared between the Australian and Queensland Governments through the Home and Community Care Program.

- ***What if I am not happy with the service I am getting?***

HACC service providers value your feedback about their services. If you have any concerns regarding your service, please discuss these initially with your service provider. If your issue or concern is not resolved you can contact:

- Queensland Aged & Disability Advocacy (QADA) on 1800 818 338
- HACC Branch, Disability Services Queensland, on 3898 0100

- they are a younger person with a moderate to severe disability, AND
- they are at risk of having to go into a nursing home or aged people's hostel.

HACC services are also available for people who are caring for a frail older person or someone with a disability.

### ***How do I get a HACC service?***

You, your doctor, a family member or friend can contact:

- Commonwealth Carelink Centre FREECALL 1800 052 222 to discuss your needs, OR
- your local HACC services coordinator for an assessment of your needs.

In Queensland, the Department of Communities are responsible for the administration of HACC. A comprehensive listing of service providers is available by following the links on the HACC website at:

<http://www.health.qld.gov.au/hacc/serviceprov-info/directories.asp>

## **Assessment**

In order to assess your needs, a person from a HACC agency talks to you about how you are coping with your daily living. The information you provide is written in the HACC Ongoing Needs Identification (ONI) form. This is used by the HACC agency to decide whether you are eligible for a service and what type of service/services you need to assist you to remain living at home.

### ***Will I have to pay for a HACC service?***

Each HACC service has its own policy on fees, but most services ask for a small contribution, depending on your situation. Special consideration is given to people with limited finances.

### ***Who is funded by the HACC Program?***

As at September 2005 there were approximately 3,100 HACC-funded organisations, nationally. These organisations provide services to approximately 750,000 people per year. The

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## **Frequently asked questions**

- ***Is there any other help available for me to stay at home?***

HACC service providers are funded to provide a basic service. When your needs increase and you require a higher level of service, the service coordinator will discuss other options available. At this stage, a referral to the Aged Care Assessment Team (ACAT) may be necessary for a review of your care needs. Your HACC service provider can arrange this referral for you.

You are encouraged to discuss your care needs with your family, friends and service providers. Your doctor may be able to assist by reviewing your medical condition.

To find out about other government and non-government services, call:

Commonwealth Carelink **1800 052 222**

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**Lifeline.....131 114**

[www.lifelinebrisbane.com.au](http://www.lifelinebrisbane.com.au)

**National Continence Help Line**

**(Freecall).....1800 330 066**

[www.continence.org.au](http://www.continence.org.au)

**Palliative Care Information**

**Service..... 1800 772 273**

**(24 hour line for Queensland callers)**

**Queensland Aged and Disability**

**Advocacy..... 1800 818 338**

**RSL Community Services.....1300 796 111**

[www.rslcare.com.au](http://www.rslcare.com.au)

**Seniors Enquiry Line.....1300 135 500**

HACC Program funds a wide range of non-profit organisations, although the revised Agreements have removed the restriction on commercial services. HACC-funded organisations include:

- State government services (eg. Queensland Health Homecare)
- local government services, church organisations (eg. Bluecare);
- charitable bodies (eg. St John Ambulance); and
- community organisations (eg. community aid centres).
- For profit organisations

### ***What are HACC services?***

**HACC services provided in the community include:**

- **Centre-based day respite**  
Care, company and group activities in the centre, and may include short trips away from the centre.
- **Transport**

Helps people get out and about to a day centre, shopping or appointments.

- **Social support**

Gives clients a hand by taking them shopping, banking or to appointments, or just providing company for a chat.

**HACC services provided at home may include:**

- **Home maintenance**

Home maintenance is general repair and care of a client's house or yard (for example, changing light bulbs, fixing door locks).

- **Home modification**

Services can install safety aids like alarms, ramps and support rails in your home.

- **Community nursing**

Provided in your home by a qualified nurse (eg. wound dressing, continence advice).

**Some HACC services can be provided either at a community centre or in your home:**

- **Food services**

**Commonwealth Carer Respite**

Centre.....1800 059 059

Department of Veterans Affairs..... 133 254  
[www.dva.gov.au](http://www.dva.gov.au)

Department of Communities..... 131 304  
[www.communities.qld.gov.au](http://www.communities.qld.gov.au)

Disability Service Queensland .... 1800 177 120  
[www.disability.qld.gov.au](http://www.disability.qld.gov.au)

Disabilities Information and Awareness  
Line.....1800 177 120 - DIAL (9.00am – 5.00pm  
Monday-Friday) or 3224 8444

Department of Health and  
Ageing..... 1800 177 099  
[www.health.gov.au](http://www.health.gov.au)

Elder Abuse Prevention Unit.....1300 651 192  
HACC Branch Qld.....3898 0100  
[www.health.qld.gov.au/hacc](http://www.health.qld.gov.au/hacc)

## USEFUL PHONE NUMBERS

**For any other information about  
Community Services contact  
Commonwealth Carelink on 1800 052  
222  
or visit [www.health.qld.gov.au/hacc](http://www.health.qld.gov.au/hacc)**

### **Aged Care Information Line**

**(Freecall).....1800 500 853**

**Alzheimer's Association QLD Help Line – 24 hrs**

**.....1800 639 331**

**[www.alzheimersonline.org](http://www.alzheimersonline.org)**

**Alzheimer's Australia QLD I..... 5538 8221**

**Breast Screen bookings..... 13 20 50**

**Cancer Help Line..... 13 11 20**

**Carers Queensland Information and Support Lin**

**.....1800 242 636**

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If it is hard for you to prepare meals, these services may include:

- providing meals at a community centre or day centre
- helping with shopping for food, preparing and storing it
- delivering meals to your home (Meals on Wheels).

- **Allied health services**

For people having problems with their feet or speech, for example, or needing help with ongoing problems resulting from an accident or illness. Services include physiotherapy, podiatry, speech pathology, occupational therapy and advice from a dietitian.

- **Respite care**

Gives carers a break from their caring role. A respite worker looks after the person needing care so the carer can enjoy other activities and interests. This service can be provided at a day centre or in your home.

- **Support services for carers**

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As well as respite care, there are other support services for carers. More information about these services is provided on page 11.

### ***What quality of service can I expect from HACC providers?***

The Australian and State/Territory Governments are committed to improving and maintaining the quality of services available through the HACC Program.

### ***HACC National Service Standards***

It is a requirement of HACC funding that service agencies meet the HACC National Service Standards, which are reflected in their operational policy and procedures. To ensure that this happens, all HACC services are subject to a self assessment and validation by the funding body against the National Service Standards.

These standards are:

#### **1. Access to services.**

- HACC Program Queensland website:  
[www.health.qld.gov.au/hacc](http://www.health.qld.gov.au/hacc)
- **Home and Community Care (HACC) national website:**
  - [www.agedcareaustralia.gov.au/internet/agedcare/publishing.nsf/Content/HACC](http://www.agedcareaustralia.gov.au/internet/agedcare/publishing.nsf/Content/HACC)

- Community Aged Care Packages
- Extended Aged Care Packages
- Extended Aged Care Packages – Dementia
- Transition Care

For information about these programs, contact the following:

- **Commonwealth Carelink**
  - Telephone: 1800 052 222
  - Website: [www.commcarelink.health.gov.au](http://www.commcarelink.health.gov.au)
- **Disability Services Queensland**
  - Telephone: 1800 177 120
  - [www.disability.qld.gov.au/hacc](http://www.disability.qld.gov.au/hacc)
- **Home and Community Care (HACC) Branch, Disability Services Queensland, Brisbane (HACC Program administration)**
  - Telephone: 3898 0100

Each consumer's access to a service is decided only on the basis of relative need.

## **2. Information and consultation.**

Each consumer is informed about his/her rights and responsibilities and the services available, and consulted about any changes required.

## **3. Efficient and effective management.**

Consumers receive the benefit of well-planned, efficient and accountable service management.

## **4. Co-ordinated, planned and reliable service delivery.**

Each consumer receives co-ordinated services that are planned, reliable and meet his/her specific ongoing needs.

## **5. Privacy, confidentiality and access to personal information.**

Each consumer's rights to privacy and confidentiality are respected, and he/she has

access to personal information held by the agency about him/her.

## **6. Complaints and disputes.**

Each consumer has access to fair and equitable procedures for dealing with complaints and disputes.

## **7. Access to an advocate.**

To ensure that each consumer has access to an advocate of his/her choice.

### ***How will you be involved in your ongoing care?***

Your service provider will develop a care plan with you so that you are fully aware of the services that you will receive. Your care plan will describe the service, and when the service will be provided. You will also be asked for your consent to receive those services and be asked to sign your care plan. You have the right to refuse the recommended services.

short term respite for emergencies or unplanned situations. They can support carers of frail older people or people with dementia, young people with a disability, chronically ill or terminally ill people. Emergency respite care is available 24 hours a day. Carer Respite Centres can be contacted on **1800 059 059 (Free call)**

- **Carer Resource Centres** in each capital city provide information and advice about services and other forms of support and assistance. They can be contacted by calling 1800 242 636 (Free call).

### ***Is there any other help available for me to stay at home?***

The Australian Government provides a range of services to help frail aged people, younger people with a disability and their carers remain independent and living in their own homes. Services include:

- Veterans' Home Care Program
- National Respite for Carers Program

- **Respite care:**

This service gives carers a break while a respite worker looks after the person needing care. The person being cared for can receive respite care in their home or in a day respite centre. In most cases respite care is planned ahead, but it may be provided as an emergency service.

- **Support and information:**

This service helps a carer find longer term respite such as temporary accommodation in a residential aged care facility or in some regions at the local hospital. The service can help find the most appropriate respite place for the person needing care. This allows carers to have a longer break from their caring responsibilities.

### **In addition, the Australian Government funds other services for carers, including -**

- **Carer Respite Centres** provide information about services, make referrals and arrange

If a service commences and you change your mind about receiving the service, you can contact the service provider and let them know that you no longer wish to receive the service. You can contact the service again at any time and ask for the service to be resumed, in which case it will be considered by the service provider/s to be a new referral.

The service provider may need to change the time or the day of the service or the worker who delivers the service. Service providers should inform you before any changes are made.

Your service needs will be reviewed at least annually. If your needs change you can request a review at any time. Your services may change ie. be reduced/increased or ceased as a result of the review. You can appeal any decision or proposed decision, by contacting your service provider.

### ***Consent***

Your service provider/s may ask you if they can contact your doctor or another service provider. In these situations you will be asked to give your

consent. This can be done by phone and/or by signing a consent form.

You have the right to withhold/withdraw your consent at any time.

### ***Feedback (have your say):***

Service providers may ask you to comment on the services that you receive. They may do this by asking you to fill in a survey form, or by attending a discussion group.

You may also be invited to attend management committee/planning meetings. Your comments and feedback are important in assisting us to provide services which are responsive to your needs.

### ***Fridge magnet***

When you commence HACC services you will be given a magnet. You are asked to place this magnet on your fridge.

Information on the magnet includes your current providers and their phone contact numbers.

- take responsibility for the results of any decisions which you make with staff and volunteers about your care.

### ***Are you caring for someone at home?***

Many frail older people, or people with a disability, need support so that they can live independently in their own home.

They may be looked after by a carer who could be their spouse, partner, family member, neighbour or friend.

**Are you a carer?** A carer is someone who cares for people who have a disability, mental illness, chronic illness or are older and frail, and are unable to look after themselves.

Caring for a frail older person or a person with a disability can be very hard, and carers may need a break, advice and support to help them cope with their caring role.

If you are a carer, you can get support through HACC and other services such as:

- *If I am not satisfied with the result of my complaint, who else can I talk to within the agency?*
- *Who can I go to outside of the agency?*
- *Can I have a copy of your agency's policy and procedures for handling complaints?*

### **YOUR RESPONSIBILITIES as a HACC client**

While you have a number of rights as a service user, you also have some responsibilities to the people providing care to you.

HACC services ask their clients to:

- treat staff and volunteers with respect and courtesy – for example, by letting them know as soon as possible if you cannot keep an appointment.
- provide a safe work environment for staff and volunteers, help them to provide you with services safely (eg by restraining dogs), and inform them if there are any potential hazards (such as spills on the floor).

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This information will enable any new providers to easily identify your current services and assist in reviewing your needs.



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Initial ONI completed by: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_      Contact no: \_\_\_\_\_

## SERVICES PROVIDED

Service Provider	Service Type	Phone Number	Date service reviewed
1.			
2.			
3.			
4.			

Helping you stay at home and in your community

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## ***YOUR RIGHTS as a HACC client***

As a person using HACC services, you have a number of rights. HACC service providers should recognise your right to:

- be treated with respect and courtesy
- be informed and consulted
- be part of decisions made about your care
- receive quality services
- privacy and confidentiality, and to access all personal information kept about you by the HACC service
- have another person of your choice support you and advocate (speak) on your behalf
- have your comments valued and to make a confidential complaint if you are not happy with the services you receive.

HACC Manager (phone numbers: (07) 5580 7810 for South Coast Manager, (07) 4616 4943 For Darling Downs Manager). Any complaint will be treated fairly, promptly, confidentially and without retribution.

Queensland Aged and Disability Advocacy (QADA) can provide you with advice by phone or in person, and can discuss concerns with service providers on your behalf. Ring QADA on 1800 818 338.

These are some questions you can ask a service provider:

- *Can I discuss any worries that I have about the service I am getting?*
- *Is there a particular person in the agency who deals with complaints?*
- *Do I have to put my concerns in writing? Or can I talk to someone in person?*
- *Will my complaint be kept confidential?*
- *Will I risk losing my service if I complain?*

- *Can I have my rights explained to me by an interpreter?*
- *Is there an independent advocacy agency that can tell me more about my rights as a HACC service user?*

## **The right to make a complaint**

As someone using HACC services, you have the right to give honest feedback about the service you are getting without fear of losing the service, or having it reduced. HACC National Service Standards require services to have clear, written policies for handling complaints from service users. HACC agencies are required to make sure that their clients understand how those policies work.

You have the right to have an advocate of your choice support you in making a complaint. If you are not comfortable talking to your service provider, you can talk to an advocacy agency.

If you have a problem with the service you receive, initially this should be discussed with your service provider. If you are not satisfied with the outcome of your concerns, you may contact the local Area

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## **The right to be treated with respect and courtesy**

Service providers must respect your ideas and the decisions you make about your life. They should listen to what you have to say, and are expected to show courtesy in their behaviour to you. Here are some questions you can ask service providers about this right:

- *Will your staff ask my permission if they want access to my personal belongings, such as my clothes?*
- *Are staff expected to listen to what I have to say about my care?*
- *Are staff expected to talk to me and members of my family in a respectful way?*
- *If I think that staff are not treating me with respect and dignity what can I do?*
- *Who should I speak to in the agency if I have any queries or problems?*
- *Who could I speak to outside of the agency if I don't feel comfortable about speaking to an agency employee?*

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- *How familiar is your service with my cultural background/religious beliefs?*
- *Will staff respect my cultural and religious beliefs?*

### **The right to be informed and to be consulted**

As a client you have the right to be informed about the service available to you, and about your rights as a client. These are questions that you can ask to make sure you receive a good service:

- *What services are provided?*
- *How will I be involved in planning the services you provide to meet my needs?*
- *How often will I receive the service, and for how long?*
- *Is there a cost for these services?*
- *If I cannot afford the service can I request a reduction in fees?*
- *Can I get the service after hours or on weekends?*
- *Will I have the same staff each time?*

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Agencies like this are known as ‘advocacy’ agencies, and people who act on your behalf, with your permission, are known as advocates. As someone using a HACC service, you have the right to involve an advocate of your choice to represent you at any time.

The service must accept the advocate you choose. Your advocate can be anyone you choose - a spouse, partner, relative, neighbour, friend or someone from an advocacy service.

There are independent agencies such as Queensland Aged and Disability Advocacy (QADA - phone 1800 818 338) that can provide you with an advocate. Service providers should tell you about advocacy services when you receive a service.

These are examples of questions you can ask service providers regarding your right to advocacy:

- *Can I have a spouse or partner, family member, friend or person from an advocacy service to represent me at any time?*
- *Can I get written information about my rights as a user of your services?*

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- *Would you ever give my personal details to another agency or to anyone else without my permission?*
- *Where do you keep my personal information?*
- *Is it secure? How do you make sure it is secure?*
- *Who has permission to access my file?*
- *Can I have access to my file?*
- *Who can I talk to if I feel that my privacy or confidentiality are not being respected?*

## **Advocacy**

### **The right to an advocate**

Everyone has basic rights as Australian citizens and these include expressing your views. It can be helpful to have family or friends to speak on your behalf, or agencies whose role is to advise people about their rights and responsibilities when receiving services. If you wish, one of these agencies can act on your behalf with service providers.

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- *What happens if I don't take up the service now and ask for it again later?*
- *Can I stop the service at any time, and how would I do this?*
- *Can I get a written copy of my rights as a service client?*
- *Can I have the information in a language other than English?*
- *If my English is not good, can I have a family member or friend with me?*

### **The right to be part of decisions about your care**

You have the right to be in control of the care you receive by being part of planning and decisions made about the services provided to you. You can ask these kinds of questions:

- *How will I be involved in developing the plan for my care?*
- *Can I have someone of my choice with me during any discussions about my care?*

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- *If my needs change, will you review my care plan with me?*
- *Can I ask for a male or female worker?*
- *Can I choose a time that suits me to receive my service?*
- *Can I ask my worker not to smoke in my home?*
- *Will you advise me if there are any changes to my service?*
- *How can I complain if I am unhappy about changes made to my service?*

### **The right to receive quality service**

A service provider needs to inform you about what services it can and cannot provide. You have the right to receive a planned and reliable service.

To find out more about this right you can ask service providers these questions:

- *Will I receive a regular visit or phone call from the agency to find out if I am satisfied with the service I am getting?*

- *Do you give clients a copy of information about the service provider?*
- *Do I get a copy of my care plan?*
- *Am I going to be consulted about any changes made to my service?*
- *Is the service provider flexible about adapting services to meet my needs?*
- *Will I be encouraged to speak up if I have any worries about my service?*

### **The right to privacy and confidentiality**

You have the right to privacy and confidentiality and to access information about you on agency files.

These are examples of questions you might ask service providers about this right:

- *Can I get any written information about my rights regarding privacy and confidentiality?*
- *What sort of personal details do you keep about your clients?*