



Winda-Mara  
Aboriginal Corporation  
21 Scott St  
Heywood Vic. 3304  
**PH: (03) 5527 0000**  
**FAX: (03) 5527 0009**  
[www.windamara.com](http://www.windamara.com)

# HOME AND COMMUNITY CARE CLIENT INFORMATION



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

# Winda-Mara HACC PROGRAM

## GOALS & OBJECTIVES

To provide a culturally sensitive program:

- to the Aboriginal community and Families;
- to support community Elders and younger members with disabilities to remain connected to the community while living independently in their own home;
- to establish and build on the meaningful relationships with other service providers; and
- to have our program recognised as a service of excellence

## SERVICES WE PROVIDE

### HEMOCARE

- Domestic assistance
- Mopping floors
- Bathrooms and Toilets
- Vacuuming
- Shopping
- Social Companionship

Homecare operates 9am to 5pm, Monday to Friday. We are unable to provide homecare outside of these times



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## PROPERTY MAINTENANCE

The aim of the property maintenance service is to maintain safety, access and independence for the HACC client. It is not intended for beautification of lawns and gardens.

- Mowing lawns
- Minor Pruning
- Whipper Snipping
- Poisoning

Property Maintenance tries to mow your lawn about every 4 weeks, but sometimes this proves to be impossible due to weather conditions.

## PLANNED ACTIVITY GROUP

- A variety of outings provided once a month
- Cultural Activities
- Elders meetings once a month

The planned activity group (PAG) aims to provide Elders of the Indigenous community with the opportunity to come together for social, cultural and emotional enhancement. A group activity calendar will be provided to you. Transport is available. There is no cost for planned activities.

## RESPIRE

HACC respite services support caring relationships by providing carers of frail and older people, and people of any age with a disability, with a break from their caring relationship. Respite can also be provided for the person being cared for to have a break from their carer. Respite cannot be provided so that the carer can undertake paid employment or unpaid volunteer work.



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## REFERRAL TO THE SERVICE

**Referrals for a HACC assessment can only be accepted if the potential client has given their consent.**

For accurate assessment of client eligibility for HACC services, the following information must be provided:

- Medicare card
- Pension card
- A doctor's certificate/ medical certificate helps to establish eligibility but is not required for HACC services
- Proof of Aboriginality papers maybe asked for in some circumstances

*\*NB: HACC services are not available to provide care while the usual carer undertakes paid employment or unpaid volunteer work.*

To receive a HACC service:

- The person must be in the HACC target group
  - Persons living in the community who are at risk or premature or inappropriate long term residential care, this includes older and frail person or younger persons with moderate, severe or profound disabilities
  - Carers of the people in the above group
- The person must be assessed as being in need of a HACC service



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## ASSESSMENT

Assessments are usually done in the person's home, but the initial assessment can be done at Winda-Mara or Kenna Street Hamilton. If you choose to have the assessment at the office of Winda-Mara or Kenna Street there will still be a need to finish the assessment in your own home, because we need to see if there are any health and safety issues or hazards before sending a worker into your home. Following the assessment, and if you are eligible, you may be offered our HACC services, depending on availability. We will notify you of the outcome of the assessment by mail.

**Winda-Maras HACC services are free to all eligible clients**

## DO I NEED TO PROVIDE ANYTHING?

### HEMOCARE

If you are offered Home Care, we supply all the cleaning products; glass cleaner, disinfectant, etc. We don't bring a mop or mop bucket with us, and it is best to have your own vacuum and broom. Any electrical item that your homecare worker may use will need to be electrically tested and tagged, HACC will arrange for this to happen at a time that suits you. There will be no charge for this service.

It is essential that your vacuum is in good working order with no frayed or exposed wires or cords, and that your mop is one of the squeegee varieties. This is because of health and safety concerns: Also, due to the risk of injury, Home Care workers are unable to wash windows or walls, or to move heavy furniture; e.g. chest of drawers, beds not on casters, couches, etc.

### PROPERTY MAINTENANCE

If you are eligible for Property Maintenance, all the equipment is provided by Property Maintenance. It is your responsibility to make sure that your lawns are clean from rubbish and debris; and if you have a dog, clean from all dog droppings. Clients with dogs may also be asked to remove the animal from where property maintenance is working. **The Property Maintenance workers have the right to refuse service if this has not been done.**



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## THE ACTIVE SERVICE MODEL (ASM)

The HACC Active Service Model (ASM) is a quality improvement initiative that focuses on promoting and strengthening the existing abilities of HACC clients.

It is based on the premise that people have the potential to make gains in their wellbeing and that HACC services can support people to do this. The ASM, aims to assist people in the HACC target group to live in the community as independently and autonomously as possible. In this context, *independence* refers to the ability of people to manage the day to day activities of their life, and *autonomy* refers to making decisions about one's life.

The HACC team at will work *with* our clients and *not for* them, with the aims being:

- To look at your abilities, rather than your difficulties.
- To improve the quality of life and social participation of you, our client, by working in partnership with your family.
- To recognise and support your community connections.
- To promote you, the client, as the person who knows what's best for you and have support services organised around your goals.
- To provide a more timely, flexible and responsive support service to maximise independence.

Winda-Mara HACC service staff will at all times ensure that they will:

- Work with you, not for you.
- Always use positive and encouraging comments to reinforce your independence and confidence.
- Not take over tasks that you can do.
- Look at reasons behind your changing abilities and seek assistance to overcome issues rather than increasing services, when performing care plan reviews with you.



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## CULTURALLY APPROPRIATE SERVICES

- The advantage of our Indigenous-specific HACC service is our ability to: Be able to work alongside the other services available within Winda-Mara
- Be culturally sound
- Meet State and National HACC Standards
- Be flexible
- Be tailor-made for individual needs
- Be delivered by workers who understand the realm of issues which many individuals face
- Be holistic

## CONSUMER RESPONSIBILITIES

As a person using the HACC service through Winda-Mara you also have the following responsibilities to the people who are providing your care:

- To respect the human worth and dignity of Winda-Mara employees and other consumers.
- To treat Winda-Mara employees and other consumers with courtesy.
- To allow all Winda-Mara staff to go about their work without feeling any risk of physical, emotional or sexual harassment
- To take responsibility for the results of any decision which you make with employees about your care.
- To advise the HACC service of any changes to your circumstances, including illnesses and absences.
- To provide a safe work environment for HACC workers and help them to provide you with services safely. If at any time a HACC worker feels unsafe in your home, they have the right to REFUSE service and leave.
- To provide a SMOKE-FREE zone for HACC workers. The worker has the right to refuse service if there is anybody smoking in the home.



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## PETS

Pets, particularly dogs, can present a risk to HACC workers. On admission to the program, clients may be asked to restrain their pets at all times when the HACC workers are visiting. Failure to do so may result in your HACC services being withdrawn.

## TRAVELLING IN CARS

As a passenger in a Winda-Mara HACC vehicle:

- You must wear your seatbelt.
- You must behave appropriately.
- You are not allowed to smoke.
- You are not allowed to consume any alcohol or be under the influence of alcohol or non-prescription drugs.
- If you do not follow any of these rules when in a HACC vehicle, the driver has the right to refuse transport to you.

## HACC Fee Policy

Winda-Mara's HACC services are free to all eligible clients.

*(See flexible service donation note).*

### **Flexible Services Donation for Vehicle & Equipment Use**

When Winda-Mara receives a request for some flexible services such as the borrowing of a vehicle or trailer or some other equipment a condition may be that a donation is made to the emergency relief fund of Winda-Mara. The donation amount will not exceed \$20.

Inability to be able to pay the donation to emergency relief will not prevent the service being offered to a client.



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## WITHDRAWAL OF HACC SERVICES

Winda-Mara reserves the right to withdraw service to a client if:

- They are known to have a history of violence.
- They have perpetrated acts of aggression, either physical or verbal, on employees or others.
- They refuse, or have co-inhabitants who refuse, to cease smoking while the HACC worker is there.
- They refuse to restrain their pets, after being notified to do so, while the HACC worker is there.
- They live in an environment that is structurally or environmentally unsafe.
- They cancel/are not home for four (4) or more of their services in a 12-week period.

*\*NB: This only applies to HACC Domestic clients*

If it is decided that services are to be withdrawn, the HACC co will let the client know in writing. Clients may appeal the decision to withdraw their HACC service through the Complaints Process.

**For any more information or questions on our services, please feel free to contact the HACC coordinator Candice Day on:**

**PH: 5527 0000**



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## HACC CONFIDENTIALITY STATEMENT

Please note that Winda-Mara is required to pass on some of the information it collects about the people who receive services funded under the Home and Community Care (HACC) Program. The information will be used for planning purposes, to ensure that resource levels are adequate and that the right services are available to meet demand.

Some of the information we obtain from you will be sent to the Victorian Department of Health (DoH) that administers the HACC program. The Department has adopted Information Privacy Principles and uses strict security measures to prevent unauthorised access to the database.

DoH will forward this information to the Commonwealth Department of Health and Ageing (DoHA) for statistical purposes. It cannot be used to affect your entitlements or access to HACC or any other service.

You have the right to look at any records about you held by our agency and to request correction of anything, which is wrong or out of date. We assure you that no information which could identify you individually is forwarded to either State or Commonwealth departments. The limited information that we send is used only in order to improve overall services for all home care clients. Please let us know if you have any queries about this process, or if you do not wish material from your record to be included in the information that we normally send to DoH.



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## YOUR INFORMATION – IT'S PRIVATE

We are one of several health and community care services in your area, all working together in partnership to meet your health needs.

It is important that we keep up-to-date details about our clients, what their needs are, and what sort of services are being provided and may be required. The personal information that Winda-Mara HACC workers request during assessment is only for the purpose of providing a better HACC service. We keep your name and contact details on your Consumer Plan; any other details such as your care plan and information about your health are recorded at each assessment. This information helps us to keep up-to-date details about your needs. This means that we can manage your plan and care for you in the best possible way.

Your information is only shared with other professionals and employees who are directly involved with your care. Your information is only shared when you have given your informed consent or if required by law, such as a medical emergency. You have a say in what happens to your information. We rely on the information that you give us to help decide the right care for you.

If you decide not to share some information with us, that is your right, but it may affect our ability to provide you with the most appropriate service. Talk to us if you wish to change or cancel your consent.

Under the Freedom of Information Act 1982, you have the right to request your information that the HACC Department holds, but you cannot ask for any information to be removed, although you can ask for a correcting statement to be added to your file. The privacy of your information is also protected by law and we treat your information with the strictest confidentiality and store it securely.



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# ADVOCACY

An Advocate is someone who can support and assist you:

- To make decisions for yourself
- To make your voice heard
- To stand up for your rights
- To protect and promote your interests

An Advocate can be a friend, parent, family member, concerned citizen or a professional advocate.

People often use an advocate in a situation where they feel confused, overwhelmed, intimidated or unsure. Sometimes people use advocates to speak on their behalf or to support them to speak for themselves.

Winda-Mara encourages you to use an advocate when dealing with the organisation if you feel confused, overwhelmed, intimidated or hesitant, or if you think the use of an advocate would be useful. For example, you might want to use an advocate if you want to make a complaint or when you are being assessed for services.

You can choose your own advocate, or Winda-Mara HACC workers can assist you, wherever possible, to find one. You can change your advocate, or stop using an advocate, at any time.

We will not share information with your advocate if we don't have your permission to do so. If you want us to share information with your advocate when you are not present, you must give us written permission by completing a consent form. If you want to stop using your advocate or if you want to change your advocate, please let us know so that we can change the details on the advocate nomination form.

**Organisations that can assist you with more information on advocacy are:**

## **National Aged Care Advocacy Program**

Information Line: 1800 500 853

Web: [www.agedrights.asn.au](http://www.agedrights.asn.au)



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## **Office of the Public Advocate**

5th Floor, 436 Lonsdale St

Melbourne, Victoria 3000

Postal: PO Box 13175

Law Courts, Victoria 8010

### **24 Hour Emergency Service**

PH: 1300 309 337 (local call cost)

Fax: 1300 787 510 (local call cost)

TTY: 03 9603 9529

Web: [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)

## **Elders Rights Advocacy**

Level 4, 140 Queen St

Melbourne, Victoria 3000

Ph: 03 9602 3066

Free Call: 1800 700 600

(In Victoria except mobile phones)

Fax: 03 9602 3102

Web: [www.era.asn.au](http://www.era.asn.au)



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## WHAT HAPPENS IF I AM UNHAPPY WITH MY HACC SERVICE? MAKING A COMPLAINT

If you don't like the way we do things, or if you disagree with a decision that has been made, we encourage you to discuss these issues with us and have them resolved as quickly as possible. It is important for Winda-Mara to know of your concerns, so that we can make our service better for you and for other people. Winda-Mara is committed to providing the best possible service to you that we can.

All complaints are taken seriously and we do our best to resolve them quickly and fairly. Each concern or complaint is dealt with promptly, fairly and without retribution for the consumer. By raising any concerns that you may have, be assured that your access to services will not be affected in any way and that you also won't be treated any differently because you have made a complaint.

If you wish to make a complaint, you are able to do it yourself, or you can get someone to raise your concerns. You can have a family member, a friend, someone from another organisation, or you can use the information provided in this handbook and contact a professional advocate.

Your complaint will be kept confidential and only employees within our organisation will know about your complaint. We will only tell other people about your complaint if we have your permission to do so.

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**The Health Services Commissioner**

30th Floor, 570 Bourke St

Melbourne, 3000

PH: (613) 8601 5200

Toll Free: 1800 136 066

Fax No: (613) 8601 5219

TTY: 1300 550 275

Email: [hsc@health.vic.gov.au](mailto:hsc@health.vic.gov.au)

**The Victorian Equal Opportunity and Human Rights Commission**

Level 3, 204 Lygon St

Carlton, 3053

Enquiry Line

9am-5pm Monday to Friday

Ph: 1300 292 153

**WHAT IF I AM SATISFIED WITH THE  
SERVICE OR HAVE IDEAS ON HOW IT  
COULD BE IMPROVED?**

If you are happy with your service or would like to recognise a certain aspect of your service, please pass these comments on to a Winda-Mara HACC worker or contact the HACC coordinator on 5527 0000

You can also complete a Winda-Mara Compliments and Complaints form available from reception or we can mail you one.



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