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Program*

2013 HOME AND COMMUNITY CARE SERVICES

Upper Murray Health &
Community Services

HOME AND COMMUNITY CARE PROGRAM

The Home and Community Care (HACC) program provides a range of basic support services to frail older people and people with disabilities who are experiencing difficulties in managing daily tasks but who wish to continue living at home. The program also supports their carers and families.

The HACC program targets its services to those who have the greatest need for them and/or the greatest capacity to benefit from them. Agencies providing services will assess your needs and provide you with information about your choices. After assessment, agencies decide what services can be allocated to you. It is important to understand that in many places there are more people wanting services than there are services available. It is the agencies responsibility to make sure that services are allocated fairly and on the basis of need.

HACC services are provided by Upper Murray Health & Community Services

COMPLAINTS

We are committed to continually improving the way we provide services. We believe that complaints are an opportunity to review systems and processes to improve the quality of service we provide. Complaints are best given to your service coordinator. Suggestions for improvement are also welcome. We encourage you to inform us as soon as possible.

You can contact:

- A member of our health care team
- A supervisor or team manager
- The CE/DON (Chief Executive/Director of Nursing)
In writing at: UMHCS
 P O Box 200
 CORRYONG VIC 3707
Or email: maxineb@umhcs.vic.gov.au

You reserve the right to lodge your complaint with the Victorian Health Service Commissioner
The Victorian Health Services Commissioner

- Phone (03) 86015200
- Freecall: 1800 136 066
- TTY: 1300 550 275
- Mail: 30th Floor
 570 Bourke Street
 MELBOURNE VIC 3000
- Website: www.health.vic.gov.au/hsc

On the following page you will see Upper Murray Health & Community Services' procedure for handling complaints.

WHAT TYPE OF HELP IS AVAILABLE IN MY HOME?

Home Care

A home carer can come to your house to help with cleaning, washing clothes, shopping and cooking. In addition staff can do banking, food preparation, letter writing etc. Only tasks agreed to at assessment will be done. All equipment and cleaning must be safe and in good working order. If not, you will be asked to repair or replace faulty/ unsafe equipment before staff are permitted to use it. Please supply mild agents only.

Personal Care

A personal carer can come to your home to help you with having a shower, getting dressed and eating. District Nurses only attend to personal care when there is a medical need to do so.

Respite

Assistance with regular respite is available. Limited evening, overnight and weekend respite is available through HACC programs– contact the coordinator for further details. For extended periods of respite please give as much notice as possible.

Home Maintenance

A home maintenance worker can help with small jobs around your home to improve your safety such as installing hand rails, changing light globes, checking smoke alarms and lawn maintenance. This is available to residents who do not have access to other means of assistance with minor home maintenance.

Registered Nurse

A registered nurse can give you advice about managing health problems such as diabetes, incontinence and arthritis.

Emergency Services

A full range of HACC services are available for a short time for eligible people.

Meals On Wheels

Home delivered meals are available 5 days per week. People needing meals do not require a doctors referral, but will be assessed for eligibility.

SENIORS INFORMATION VICTORIA

Seniors Information Victoria can be contacted on 1300135090. If you would like an interpreter, this service can organize one to assist with your enquiry.

UMHCS DISTRICT NURSES

If you require further information please contact the Medical Clinic on 60763290 or messages can be left by phoning 60763287.

ACCESS TO YOUR MEDICAL RECORDS

Individuals have a legal right of access under the Freedom of Information Act to their personal and health information held by this agency. As a matter of policy, UMHCS supports the right of a patient or client to see what information is held about him/her by UMHCS outside the Freedom of Information legislation.

Individuals who seek access to their personal health information can make a request in writing addressed to:

The Chief Executive

Upper Murray Health & Community Services

PO Box 200

CORRYONG VIC 3707

The request should set out the name and address of the person seeking access to information.

DISABILITY ADVOCACY & INFORMATION SERVICE INC

The Disability Advocacy & Information Service allows all people with a disability whether it be acquired brain injury, physical, intellectual, sensory, psychiatric, psychological or multiple disabilities to achieve their rights. The Disability Advocacy & Information Service can be contacted on (02) 60562420.

DISABLED PARKING PERMITS

Application forms are available from the local shire office. Your doctor will need to fill out sections of the form to establish your eligibility.

SMOKE FREE WORKPLACE

UMHCS are obligated to provide staff with a smoke free workplace. Please do not smoke while staff are in your home. No smoking in agency or staff cars.

STUDENTS ON PLACEMENT

UMHCS at times have a variety of students on placement with them as part of our role as a learning service.

RIGHT TO REFUSE SERVICE

As well as making choices about the services you want, you also have the right to refuse a service.

WOULD I BE ABLE TO GET HACC SERVICES?

You may be able to access HACC services if you are:

- Frail, aged and having difficulty doing all the things you need at home to keep you living safely and independently; or a family carer of a person with moderate to severe disability.
- A family experiencing stress or illness which threatens the adequate functioning of the household (eligible for short term services only).

You, your doctor, a family member or friend can contact the HACC Coordinators. Home care services can operate if required from 6am-8pm daily (some services are available 24 hours). The coordinators work from 8am-4pm weekdays.

WILL I HAVE TO PAY FOR A HACC SERVICE?

Most services charge a fee. Your income level and ability to pay are considered. Special consideration is given to people with limited finances.

WHAT IF I AM NOT HAPPY WITH THE SERVICE I AM PROVIDED WITH?

If you are not happy with the service you are provided with, you have the right to appeal this service. Please contact Upper Murray Health & Community Services on (02) 60763200 if you are not happy with any services.

FEES

HOME CARE		
Low Income	Medium Income	High Income
\$5.60 per hour	\$14.50 per hour	\$30.30 per hour

PERSONAL CARE		
Low Income	Medium Income	High Income
\$4.20 per hour	\$8.40 per hour	\$34.60 per hour

EMERGENCY CARE - Respite in the home		
Low Income	Medium Income	High Income
\$3.50 per hour	\$4.20 per hour	\$31.30 per hour

HOME MAINTENANCE		
Low Income	Medium Income	High Income
\$15.00 per hour	\$16.70 per hour	\$44 per hour

MEALS ON WHEELS		
Low Income	Medium Income	High Income
\$6.50 per meal		

ARE YOU CARING FOR SOMEONE AT HOME?

Caring for a frail older person or person with a disability can be very hard, and you may at times need a rest. If you are caring for someone who has a mental or chronic illness who is unable to look after him/herself, you may be eligible for a HACC service. This service is called Respite. Respite can give you a break while a trained worker looks after the person you care for in either there home or by taking them on an outing. In most cases respite is planned ahead, but it may be provided as an emergency service. There is information and support available to help you find temporary residential respite accommodation if you need to have a longer break.

CARERS VICTORIA

Carers Victoria offers support groups, carer counselling, free resources such as an information kit full of advice on caring at home in community languages, training and information. Contact the Commonwealth Resource Training Centre on 1800242626 (free call during business hours)

ADVOCACY SERVICE

If you want you can involve an advocate who will act on your behalf. The local Consumer Health Advocate can be contacted on 60762507.