

Using Home & Community Care Services?

The Home and Community Care (HACC) Program provides a range of home-based services for older people so they can remain living independently in their own homes.

Examples of HACC services:	
• Home Help: cleaning, washing	• Personal Care: showering, dressing
• Transport: shopping, medical	• Home Maintenance: gutters, smoke alarms
• Respite: in-home or centre-based	• Community Nursing: medication, dressings
• Food: at home or community centre	• Allied Health: physiotherapy, podiatry

ADVOCACY

Everyone has a fundamental right as a citizen of Australia to express their views and uphold their rights. An advocacy agency provides advice about rights and responsibilities and can assist consumers resolve their concerns or speak on their behalf. As a HACC consumer, you have the right to an advocate of your choice to represent your interests at any time.

Examples of questions to ask your HACC provider:

- Can a friend, family member, or independent advocate represent my interests at any time?
- Can you provide written information about advocacy services?

PRIVACY & CONFIDENTIALITY

As a HACC consumer you have the right to privacy and confidentiality and to access personal information held by the agency.

Examples of questions to ask your HACC provider:

- Can you provide me with written information about my rights regarding privacy and confidentiality when using your service?
- Would you give my personal details to another agency without my consent? Is my personal information secure?

RESPECT & DIGNITY

You have the right to be treated with respect and dignity. Staff should listen to what you have to say and treat you in a respectful manner.

Examples of questions to ask your HACC provider:

- Will staff listen to what I have to say and talk to me clearly and in a respectful manner? What can I do if this doesn't happen?
- Will staff respect my property, only using it with my consent?

If you are from a Culturally and Linguistically Diverse Background:

- How will you respect my cultural background and religious beliefs?

INFORMATION & CONSULTATION

You have the right to information about the range of services available and what they can provide. An agency should also inform you about your consumer rights.

Examples of questions to ask your HACC provider:

- What help will the service provide, how often, for how long?
- What will it cost? Can I get the service after-hours or on weekends?

If you are from a Culturally and Linguistically Diverse Background:

- Can I have this information in my own language?

CHOICE AND CONTROL

You have the right to control all aspects of your life (including finances) and to make informed choices and decisions about services that meet your needs.

Examples of questions to ask your HACC provider:

- How will I be involved in developing my care plan? Can I have a family member present if I choose to?
- Will you consult with me when you review my care plan?
- Will I have the same staff each time? Can I request a male or female and a suitable time to receive the service?

COMPLAINTS & DISPUTES

A complaint is simply a request for assistance regarding a problem. As a consumer you have the right to provide honest feedback about the service you receive without fear of retribution. All HACC funded agencies have clear written policies and procedures for handling complaints.

Examples of questions to ask your HACC provider:

- Do you welcome complaints as a form of feedback about services and can I have an advocate to assist me?
- Will I jeopardise my service if I complain about any aspect of it?
- Can I have a copy of your Complaints Policy/Procedure?

OTHER USEFUL QUESTIONS TO ASK THE AGENCY

- How long has the agency been operating? Where are you located?
- Do you have written information about your services, including costs?
- Do you use volunteers? If yes, are they trained?
- Is there a police record check on your volunteers?
- If I have a written agreement, can I get someone to assist me in understanding this agreement clearly before I sign it?
- Will you refer me to another agency if you can't meet my needs?

If English is not your first language and you need an interpreter, ask:

- Can I please have an interpreter or family member present?
- Do you have written information in my own language?

FURTHER INFORMATION

For more information or support about protecting your rights please contact ARAS, 16 Hutt St, Adelaide on 82325377 or 1800 700 600 (toll free for country callers)

Email: aras@agedrights.asn.au Website: www.sa.agedrights.asn.au

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