

Call us on  
1300 578 478



## Client Service Information





## our VISION

To make a difference in the lives of people in our community

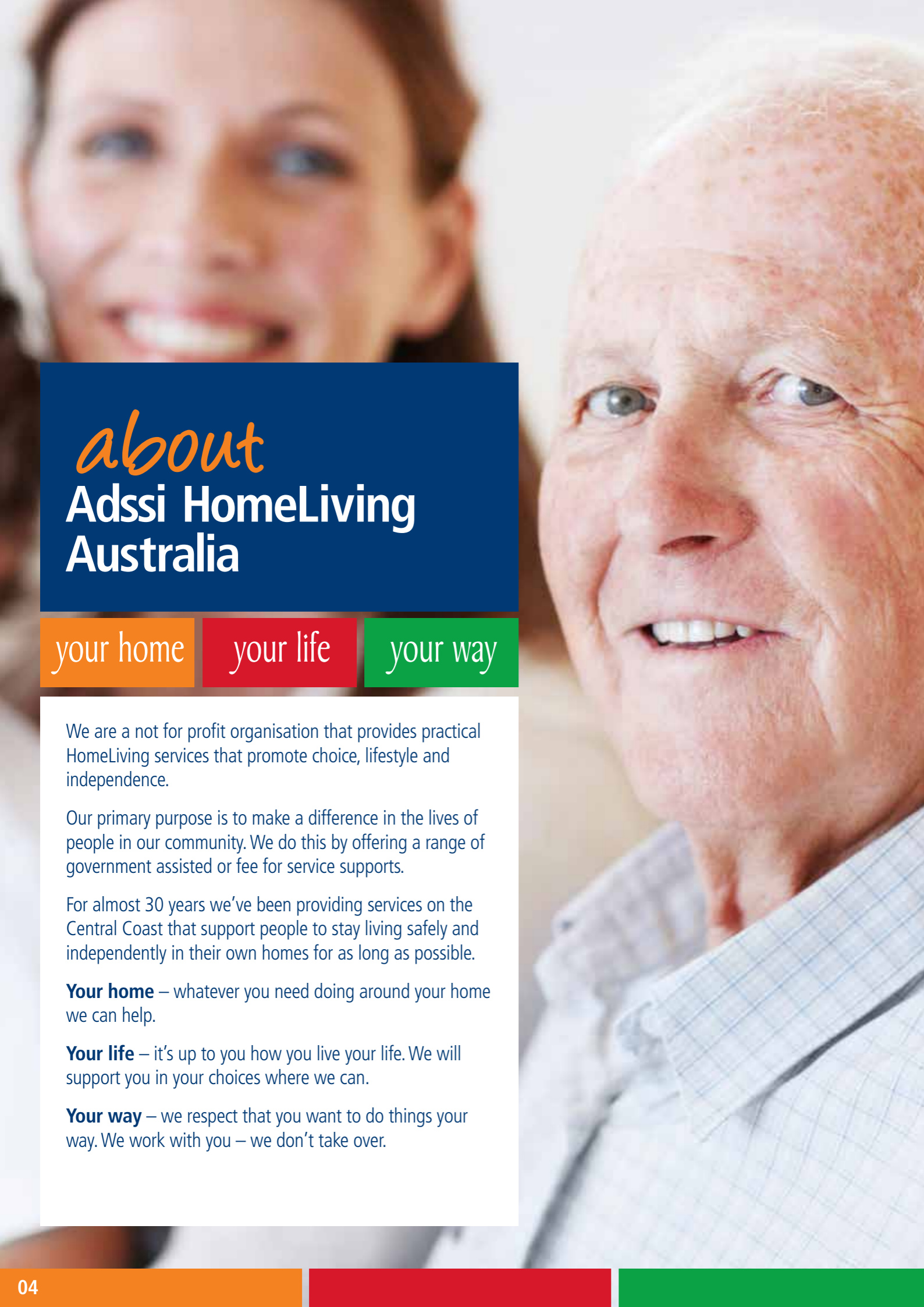
## our PURPOSE

Providing practical HomeLiving services that promote choice, lifestyle and independence

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Adssi HomeLiving Australia is supported by financial assistance from the Australian Government through the Department of Social Services - Commonwealth Home Support Program & Home Care Package Program; the NSW Government through the Department of Family and Community Services - Ageing, Disability & Home Care and the NSW Government through NSW Health - ComPack Services. Although funding for these services has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.



# about Adssi HomeLiving Australia

your home

your life

your way

We are a not for profit organisation that provides practical HomeLiving services that promote choice, lifestyle and independence.

Our primary purpose is to make a difference in the lives of people in our community. We do this by offering a range of government assisted or fee for service supports.

For almost 30 years we've been providing services on the Central Coast that support people to stay living safely and independently in their own homes for as long as possible.

**Your home** – whatever you need doing around your home we can help.

**Your life** – it's up to you how you live your life. We will support you in your choices where we can.

**Your way** – we respect that you want to do things your way. We work with you – we don't take over.

## our Philosophy

The team at Adssi HomeLiving Australia is passionate about making a difference in people's lives. We work in partnership with you to meet your changing needs and to help you maintain your independence.

### We can help if you are...

- frail aged, living with disability or dementia, or if you care for someone who is.
- on a waiting list for government assisted services. You or your family can access our services on a fee for service basis while you wait for a subsidised place to become available.
- looking for services around the house to help make your life easier – like house cleaning, alterations, maintenance or lawn care.
- caring for ageing parents and their home and would like to free up some of your time? – we can help you. Our skilled staff provide high quality in home care to seniors.
- needing case management services for yourself or a loved one following injury or illness.
- recuperating from surgery or a stay in hospital and need help around the house.
- needing help to transition to the National Disability Insurance Scheme (NDIS).

**In fact, we can help you with anything to keep you living safely and independently.**

## Government Assisted *services*

### Accessing support to stay living independently - *the first step*

**If you are 65 or over**  
(50 or over for Aboriginal and Torres Strait Islander people)

If you are 65 or over, or 50 or over for ATSI, and need to access home care support, you must contact the Federal Government's My Aged Care Gateway.

Please call 1800 200 422  
(Monday - Friday 8am - 8pm and Saturday 10am - 2pm)  
or visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

You can then choose Adssi HomeLiving Australia to continue to deliver services.

**If you are under 65**  
(under 50 for Aboriginal and Torres Strait Islander people)

For anyone under 65, or under 50 for ATSI living with disability, access is via Community Pathways 1300 160 096.

If you need to fast-track some assistance whilst you wait for subsidised support, please give us a call on 1300 578 478.

You can pay for short term (or longer) support whilst you wait for government assistance. We'll quote you upfront so there'll be no surprises.

You can then choose Adssi HomeLiving Australia to continue to deliver services.

## OUR SERVICES INCLUDE:



### Domestic Assistance

Provides assistance with cleaning essential areas in the home that are regularly used. The service can also include dish washing, ironing, meal preparation and doing your shopping.

### Linen Service

Our linen service provides clean towels, sheets, pillow cases and bed pads. Our pick up and delivery service is provided twice a week. We may also be able to help you with changing the bed linen.

### Social Support

Enjoy the company of others on our supported outings and bus trips. We facilitate a fortnightly Men's Group which provides a time and place for men to enjoy each others company. Other outings include movies, shopping, lunches, variety concerts and volunteer visitors.

### Personal Care

Includes all the things that we usually do for ourselves such as showering, grooming, getting dressed or undressed and using the bathroom. These activities may have become more difficult for you or your loved one, or perhaps you need a bit of help after an illness, injury or a stay in hospital. Our trained and caring staff can help you with your personal care needs in a way that respects your dignity and preferences.

### Meal Preparation

We will discuss with you any dietary requirements and prepare fresh meals for you. These can also be frozen for your convenience, then thawed and reheated when needed either by you or by a carer.

### Transport

If you find yourself unable to drive, we can provide transport to appointments such as the GP or specialist. We can arrange for one of our qualified aged and disability support workers to stay with you if necessary, or simply take you to and from your appointment.

### Case Management

Our qualified and accredited Case Managers can provide immediate, short term, periodic or longer term services to help you coordinate a range of services to help you or a loved one to continue to live well in the community.

### Respite Services

If you're a carer who provides significant levels of care and support to someone who has a disability, a chronic health condition or who is frail and aged, you may be eligible for respite services. Respite gives carers a break from their caring responsibilities by temporarily taking responsibility for their role for a few hours, a full day or longer when needed.

### Gardens and Lawns

We can help with your garden and lawn mowing needs to keep things tidy and safe.



## Building Services

Our home modifications and maintenance services help improve safety and access in and around the home. Services can include:

- Installation of ramps, rails and other modifications that help you access and live in your home more safely
- Handyperson services for small home maintenance and repairs
- Garden and lawn maintenance, one-off yard and rubbish clearance and gutter cleaning
- Major bathroom modifications and the installation of lifts which are possible via an application process to the HMM State Council

Please note: Some government assisted modifications require an Occupational Therapy assessment before modifications can begin – the OT assessment is free for eligible service users.

## Occupational Therapy

Our registered and qualified Occupational Therapists provide in-home assessments with the aim of improving your safety and independence both at home and in the community.

A comprehensive in-home assessment will take into consideration any medical conditions, current medication, and your ability to safely access the home and community. We will identify risks and hazards that could compromise your safety or independence.

Simple solutions may include the installation of grab rails in the bathroom or toilet. More complex recommendations may include a full bathroom modification. We may be able to help you access funding for equipment for your particular circumstance, to help you maintain your independence. We will discuss your specific needs with you to determine your options.



To be referred to us for any of these services you must contact 'My Aged Care' on 1800 200 422 (Monday - Friday 8am - 8pm and Saturday 10am - 2pm) or visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

For anyone under 65, or under 50 for ATSI living with disability, access is via Community Pathways 1300 160 096. You can choose to have your services provided by Adssi HomeLiving Australia.

# Home Care Packages *and* Consumer Directed Care (CDC)



**Consumer Directed Care (CDC) is a way of delivering services that allows you to have greater control of your home care support. CDC allows you to make choices about the types of support you access, who delivers them, and how and when those services are delivered. You decide, in partnership with a home care package provider, all these details that will best enable and enhance your day-to-day life.**

Home Care Packages are one of a number of supports you can access, alongside the help of family and friends and other community resources.

Home Care Packages (HCPs) provide assistance for people who need support to stay safe and well at home. Sometimes you may find you cannot manage some things around your home like you used to.





A Home Care Package can assist with personal care such as showering and dressing, general support around the home including house cleaning and meal preparation, transport for shopping and medical appointments as well as personal safety and monitoring devices.

You will need an Aged Care Assessment Team (ACAT) assessment if you want to access aged care services through any type of Home Care Package. They will talk with you about what is important to you to help you to continue living at home on the HCP Level that will best support you.

You can contact My Aged Care on 1800 200 422 or [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

There are four (4) levels of packages, depending on what level of support you need to stay living independently as you get older.

They are:

-  Level 1 - supports people with basic care needs
-  Level 2 - supports people with low-level care needs
-  Level 3 - supports people with intermediate care needs
-  Level 4 - supports people with high-level care needs

Each package level is funded at a different amount and is paid by the Australian Government to the service provider that delivers care and services to you.

Following the ACAT assessment you will be given a list of providers to choose from.

When you choose Adssi HomeLiving Australia, you know you're working with a very experienced team. We've been delivering support to older people on the Central Coast for almost 30 years. For your peace of mind, our not-for-profit organisation is fully insured and accredited.

## ComPacks

**After a stay in hospital people often need extra help for a short time when they get home. You may be referred for a ComPacks service by a social worker or discharge planner while you are still in hospital.**

Our case managers provide assessment and case management services to assist a safe and supported return home from hospital for up to six weeks after hospital discharge.

They can put in place short term services such as domestic assistance, personal care, meal preparation and transport to and from appointments. If services are required for a longer period the case manager may be able to transition you from ComPacks into a program that provides the ongoing supports you require.

Adssi HomeLiving Australia is a NSW ComPacks Panel member and delivers ComPacks in the Central Coast Local Health District. ComPacks is a NSW Health initiative.



## *your* Customer Service Team



**Your friendly Customer Service Team can be reached on 1300 578 478 from 7.30am – 5.00pm Monday – Friday.**

If you simply want to notify us of a change in service time or something else to do with your regular service, then a member of this team can help you. You don't need to speak to your Support Advisor to make these types of changes. To enquire about accessing services on a commercial basis, or if you have any general enquiry, you can also discuss this with the Customer Service Team. To advise us of a change after hours, please call 1300 578 478 and leave a voice message.

# Supporting *your* Independence

One of the key aims of government assisted community services is to support, build and encourage your independence.

This means that our support will focus on sustaining, enabling or re-abling you to improve your capacity to live independently.

Care plans will be developed in consultation with you using a wellness approach where your strengths are recognised and developed. Planning may include sourcing services and supports, equipment and aids, or fostering community connections.

A support advisor will reassess your needs periodically, and more often if required. This will ensure that you continue to receive an appropriate level of support that meets your needs and continues to encourage your independence. Any changes to your services will be discussed and agreed by you and will be documented in your Care Plan.

If you feel your needs have changed in between assessments please contact 'My Aged Care' on 1800 200 422 (Monday - Friday 8am - 8pm and Saturday 10am - 2pm) or visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au) and they will discuss the appropriate action to take.



## Charter of Care Recipients' Rights and Responsibilities for *Home Care*

### 1. Care recipients' rights - Home Care

Each care recipient has the following rights:

#### (1) General

- a) to be treated and accepted as an individual, and to have his or her individual preferences respected;
- b) to be treated with dignity, with his or her privacy respected;
- c) to receive care that is respectful of him or her, and his or her family and home;
- d) to receive care without being obliged to feel grateful to those providing the care;
- e) to full and effective use of all human, legal and consumer rights, including the right to freedom of speech regarding his or her care;
- f) to have access to advocates and other avenues of redress;
- g) to be treated without exploitation, abuse, discrimination, harassment or neglect.

#### (2) Participation

- a) to be involved in identifying the home care most appropriate for his or her needs;
- b) to choose the care and services that best meet his or her assessed needs, from the home care able to be provided and within the limits of the resources available;
- c) to participate in making decisions that affect him or her;
- d) to have his or her representative participate in decisions relating to his or her care if he or she does not have capacity.

#### (3) Care and services

- a) to receive reliable, coordinated, safe, quality care and services which are appropriate to his or her assessed needs;
- b) to be given before, or within 14 days after he or she commences receiving care, a written plan of the care and services that he or she expects to receive;
- c) to receive care and services as described in the plan that take account of his or her other care arrangements and cultural, linguistic and religious preferences;
- d) to ongoing review of the care and services he or she receives (both periodic and in response to changes in his or her personal circumstances), and modification of the care and services as required.

#### (4) Personal information

- a) to privacy and confidentiality of his or her personal information;
- b) to access his or her personal information.

#### (5) Communication

- a) to be helped to understand any information he or she is given;
- b) to be given a copy of this Charter;
- c) to be offered a written agreement that includes all agreed matters;
- d) to choose a person to speak on his or her behalf for any purpose.

#### (6) Comments and complaints

- a) to be given information on how to make comments and complaints about the care and services he or she receives;
- b) to complain about the care and services he or she receives, without fear of losing the care or being disadvantaged in any other way;
- c) to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern.

#### (7) Fees

- a) to have his or her fees determined in a way that is transparent, accessible and fair;
- b) to receive invoices that are clear and in a format that is understandable;
- c) to have his or her fees reviewed periodically and on request when there are changes to his or her financial circumstances;
- d) not to be denied care and services because of his or her inability to pay a fee for reasons beyond his or her control.

## 1. Care recipients' responsibilities - Home Care

Each care recipient has the following responsibilities:

### (1) General

- a) to respect the rights of care workers to their human, legal and workplace rights including the right to work in a safe environment;
- b) to treat care workers without exploitation, abuse, discrimination or harassment.

### (2) Care and services

- a) to abide by the terms of the written home care agreement;
- b) to acknowledge that his or her needs may change and to negotiate modifications of care and service if his or her care needs change;
- c) to accept responsibility for his or her own actions and choices even though some actions and choices may involve an element of risk.

### (3) Communication

- a) to give enough information to assist the approved provider to develop, deliver and review a care plan;
- b) to tell the approved provider and their staff about any problems with the care and services.

### (4) Access

- a) to allow safe and reasonable access for care workers at the times specified in his or her care plan or otherwise by agreement;
- b) to provide reasonable notice if he or she does not require home care to be provided on a particular day.

### (5) Fees

Each care recipient has the responsibility to pay any fees as specified in the agreement or to negotiate an alternative arrangement with the provider if any changes occur in his or her financial circumstances.


## Aged Care Act 1997, Schedule 2 User Rights Principles 2014



## Carer Recognition

Adssi HomeLiving Australia recognises and values the contribution that carers make to society. Our staff and volunteers work within the Carer Recognition Act 2010 and implementation guidelines.

A carer is an individual who provides personal care, support and assistance to another individual who needs it because that other individual:

-  Has a disability
-  Has a medical condition (including terminal or chronic illness)
-  Has a mental illness
-  Is frail and aged

The Statement for Australia's Carers

1. All carers should have the same rights, choices and opportunities as other Australians, regardless of age, race, sex, disability, sexuality, religious or political beliefs, Aboriginal or Torres Strait Islander heritage, cultural or linguistic differences, socioeconomic status or locality.
2. Children and young people who are carers should have the same rights as all children and young people and should be supported to reach their full potential.
3. The valuable social and economic contribution that carers make to society should be recognised and supported.
4. Carers should be supported to enjoy optimum health and social wellbeing and to participate in family, social and community life.
5. Carers should be acknowledged as individuals with their own needs within and beyond the caring role.
6. The relationship between carers and the persons for whom they care should be recognised and respected.
7. Carers should be considered as partners with other care providers in the provision of care, acknowledging the unique knowledge and experience of carers.
8. Carers should be treated with dignity and respect.
9. Carers should be supported to achieve greater economic wellbeing and sustainability and, where appropriate, should have opportunities to participate in employment and education.
10. Support for carers should be timely, responsive, appropriate and accessible.



# Fees *and* Charges

**If you have been assessed as eligible to receive government subsidised services from Adssi HomeLiving Australia you will be asked to pay a contribution towards your services.**

The level of your contribution is based on an assessment of your income and the amount of service delivered to you. Your contribution is aligned with fee policies set by funding bodies.

Adssi HomeLiving Australia's client fee policy ensures that clients unable to pay the client fee will be individually assessed and may be provided with a subsidy to reduce their fee using a consistent and fair process.

If there are changes to your income we ask that you advise us within 30 days of that change.

Each month we will issue you with an invoice which you can pay in a number of ways:

## 1. Centrepay - the easiest and most convenient way for you

Centrepay is a free service for clients to pay bills as regular deductions from their Centrelink payments (minimum \$10 per fortnight). Clients paying by Centrepay will not receive an invoice or a receipt from Adssi HomeLiving Australia as the deduction will be recorded on your Centrelink statement. Clients in receipt of a Department of Veterans' Affairs pension do not have this option.

## 2. Credit card over the phone

If you would like to pay your account over the telephone using your Visa or MasterCard please phone 1300 578 478 and ask for our Finance Department.

## 3. Direct credit into our bank account

You can also directly deposit your payment into our bank account

**Bank:** National Australia Bank

**Account name:** ADSSI Limited

**BSB Number:** 082-528

**Account Number:** 687-218-654

**Reference:** Invoice Number and/or Client Name

(Important – you must include the Invoice number and/or name of the client for whom you are paying to ensure that the payment is credited to the correct account).

## 4. In person

You can drop into our office at 3A Pioneer Avenue in the Tuggerah Business Park and make your payment via EFTPOS using your debit card or credit card, or you can pay by cheque, money order or with cash. Our office hours are 8am-5pm Monday to Friday.

## 5. By mail

You can detach the bottom of your invoice and return it to us by mail to 3A Pioneer Avenue, Tuggerah NSW 2259. You can pay by cheque, money order or credit card. Please do not send cash. Our staff will only collect cash money from you when you come to our office.





## Feedback from Clients and Carers

**Adssi HomeLiving Australia welcomes feedback, including complaints, on the services we provide. This helps us to continuously improve our practice and ensures our clients are satisfied with our work.**

If you are unhappy with any of the services you receive, please let us know straight away and we will work with you to try and resolve the issue as quickly as possible, and to reach an outcome that you are happy with.

All feedback is treated in strict confidence and will not affect the quality of support you receive, or any other dealings you have with Adssi HomeLiving Australia.

### Feedback Procedure

1. To supply feedback of any kind, the following options are available:
  -  You may speak directly to our worker who provides your services;
  -  You may phone our friendly customer service team on 1300 578 478;
  -  You may submit your feedback in writing, and address your letter to the Quality Manager, Adssi HomeLiving Australia, 3A Pioneer Avenue, Tuggerah NSW 2259;
  -  You can also make comments via our website if you prefer. Go to [adssihomeliving.com.au/contact-us](https://adssihomeliving.com.au/contact-us). All comments will be received by our Quality Manager and reviewed in confidence.
2. When submitting feedback, you may determine how, when and where this is made. You also have the opportunity to nominate the person at Adssi HomeLiving Australia that you wish to speak with (such as your Support Advisor or Case Manager). In all instances you are welcome to use an advocate to speak on your behalf.

If you need assistance to provide feedback because of difficulties with hearing or speech, you can call the National Relay Service on 133 677 (TTY/voice calls) or 1300 555 727 (speak and listen).

If you would like to use a telephone interpreter you can phone the Translating and Interpreting Service (TIS) on 131 450.



3. At every opportunity, upon receiving your feedback, we will endeavour to respond immediately and resolve the issue where necessary. In many cases this is possible when you call us on the telephone. In some cases we may need to investigate further to learn what has happened and why it has happened so we can prevent any repeat occurrences. We aim to have this resolved in 7 days. Once your issue has been finalised, we will contact you to make sure you still feel comfortable to access support and to ask for your feedback on the process.
4. If you are unhappy with the outcome of your complaint, you have the option of speaking with our General Manager Services by phoning 1300 578 478.

If you are still not satisfied with the outcome, you may wish to contact an external and independent agency.

The following agencies deal specifically with complaints:

### Community Care Supports Program

If you are under 65 or under 50 for Aboriginal or Torres Strait Islander peoples, the Community Care Supports Program is the body to which complaints should be escalated if you are not satisfied with the outcome of a complaint with the service provider.

**A:** ADHC Central Office, Level 5, 83 Clarence Street, Sydney NSW 2000

**T:** 02 8270 2000

**TTY:** 02 8270 2167

**E:** servicembx@fac.nsw.gov.au

**W:** www.adhc.nsw.gov.au

### NSW Ombudsman

The NSW Ombudsman will deal with complaints relating to community service providers.

**A:** Level 24, 580 George Street, Sydney NSW 2000

**T:** 1800 451 524

**W:** www.ombo.nsw.gov.au

### The Aged Care Complaints Scheme

The Aged Care Complaints Scheme enables people over the age of 65, or 50 for Aboriginal or Torres Strait Islander peoples, to raise their concerns about the quality of care or services being delivered to people receiving aged care services subsidised by the Australian Government.

**A:** GPO Box 9820

(Your capital city and state/territory)

**T:** 1800 550 552

**W:** www.agedcarecomplaints.govspace.gov.au

### Commonwealth Ombudsman

The Commonwealth Ombudsman can investigate complaints about the actions and decisions of Australian Government agencies to see if they are wrong, unjust, unlawful, discriminatory or just plain unfair. The Ombudsman can also investigate complaints about goods and services delivered by contractors for and on behalf of the Australian Government.

**A:** GPO Box 442, Canberra ACT 2601

**T:** 1300 362 072

**W:** www.ombudsman.gov.au

Please refer to the Advocacy section, on the next page for contact details for a range of advocacy agencies.

# Advocacy

**You have the right to use an advocate of your choice to negotiate on your behalf with Adssi HomeLiving Australia. This may be a family member, friend or someone from an advocacy service. A list of some advocacy services is provided below. We can help you contact a service if you would like us to.**



An advocate is a person who, with your authority, represents your interests. You may choose to use your advocate during assessments and reviews, if you want to lodge a complaint, or at any time you want to communicate with us. We will deal with your advocate only in matters that relate to the support services you receive. We do not consider your advocate to be your guardian or your financial manager.

You can appoint an advocate in writing using the Authority to Act as an Advocate form which is included in the Service Information Pack (call 1300 578 478 for a replacement copy). Also included is a Guidelines for Advocates form which you should give to your chosen advocate so that they understand their role.

You can change your advocate at any time by completing a new Authority to Act as an Advocate form.

Advocacy and external complaints organisations that are available to service users include:

#### Central Coast Disability Network

**A:** PO Box 4309, East Gosford NSW 2250

**T:** 02 4324 2355

**W:** www.ccdn.com.au

#### The Aged Care Rights Service

**A:** Level 4, 418a Elizabeth St,  
Surrey Hills NSW 2010

**T:** 1800 424 079

**W:** www.tars.com.au

#### Multicultural Disability Advocacy Association of NSW

**A:** PO Box 884, Granville NSW 2142

**T:** 1800 629 072

**E:** mdaa@mdaa.org.au

**W:** www.mdaa.org.au

#### People with Disability Australia

**A:** PO Box 666, Strawberry Hills NSW 2012

**T:** 1800 422 015

**TTY:** 1800 422 016

**E:** pwd@pwd.org.au

**W:** www.pwd.org.au

# Privacy *and* Confidentiality

Adssi HomeLiving Australia is committed to protecting your privacy and complies with the conditions of the Privacy Act 1988 and its subsequent amendments including the Australian Privacy Principles in the Privacy Amendment (Enhancing Privacy Protection) Act 2012, and the Health Records and Information Privacy Act 2002.

To ensure your privacy Adssi HomeLiving Australia will ensure that:

1. Your files and other information are securely stored.
2. We only collect information about you that is relevant to the provision of your services, and we explain to you why we collect the information and what we use it for.
3. All information relating to you is confidential and is not disclosed to any other person or organisation without your consent (using a Consent to Release Information form).
4. We only share information when it is necessary to ensure appropriate support is delivered and only with your permission/consent beforehand.
5. We have a duty of care to ensure your safety and wellbeing when we are providing services to you. As such we seek your consent to disclose personal information to other health service providers in an emergency for them to provide appropriate emergency care or services to you.
6. We seek your consent to provide access to your files to government officials (or their delegates) in the conduct of quality reviews or the investigation of complaints. These individuals are required to keep all information confidential.
7. You can withdraw or amend your consent to share personal information at any time.
8. Our General Manager of Services is available to answer any questions or requests for information you may have (contact 1300 578 478). You can request to see the information that we keep about you, and we support you to access this information. However due to the requirements of the Privacy Act, you may be asked to make your requests for information in writing. You may nominate a representative to access your records held by Adssi HomeLiving Australia.
9. The provision of information required by law to people outside the service is authorised by management on each occasion.
10. Assessments and reviews are always conducted in private with you and an Adssi HomeLiving staff member unless you consent to your carer, advocate or other person being present.
11. During assessments the staff member will ask you about any particular privacy requirements you have such as a preference for a male or female worker.



## Our Responsibilities to you

We ensure that all staff, volunteers, managers and Board members are suitable for the roles that they are performing. This includes these people undertaking a police check every three years.

We make sure that our staff and volunteers have appropriate skills, knowledge and attributes, and receive proper training to undertake their duties. All staff and volunteers have a comprehensive induction when they start working for us, and we provide ongoing training to ensure skills remain up to date.

We subcontract some of our services to local organisations and we enter into a formal agreement with each subcontractor to set out the expected standards of quality and service delivery.

We provide a safe and healthy workplace for our staff and volunteers in accordance with relevant Work Health Safety legislation.

For your peace of mind, all our workers carry identification so you know exactly who is coming into your home.



## Delivering *our* Services

**We will ask you to sign an Agreement which will document the services we will put in place to help support you to live as independently as possible in your home. This Agreement will set out the terms and conditions of our service to you, and will include your preferences about the time and day/s we deliver these services. You will receive a copy of this service agreement and the agreed Care Plan.**

### Changing a scheduled service

If you need to change the time that your service is delivered, we ask that you let us know at least a week in advance if possible. We appreciate this will not always be possible, however early notification enables us to re-allocate our Community Support Workers so they are able to help another client at the time usually allocated to you. Sufficient notice will also help us to roster a worker on another day for your service, where possible.

**Our Customer Service Team can be reached on 1300 578 478. Office hours are 7.30am - 5pm, Monday to Friday. You can call after hours, including weekends, and leave a voice message.**

If you are not home when the Community Support Worker arrives, and you have not provided us with notice, we may require payment for that service as we still need to pay the worker for their time. Our cancellation policy states:

1. Cancellation of service, including postponement or any alteration to the original service, must be given before 5pm on the previous business day to the service. When notice is given, we will attempt to reschedule your service with a new time/date and confirm this with you.
2. Cancellations or changes not advised within this timeframe may incur a cancellation fee. The cancellation fee will not apply in the case of an emergency or if you have been admitted to hospital.
3. For services charged on an hourly rate, the cancellation fee is the equivalent to the cost of the service. For services not charged at an hourly rate (e.g. home modifications) a cancellation fee of \$50.00 will apply.
4. The cancellation fee will be applied to your next month's invoice.  
From time-to-time we may need to reschedule or cancel a service due to unforeseen circumstances. We will advise you as soon as possible and make arrangements to reschedule the service at the earliest convenience.

### If you are ill

To help protect the health of our workers and other clients we encourage you to contact us if you become unwell with a contagious condition (eg the flu, shingles). Your service schedule may need to be suspended until infection control procedures are put in place. To protect your health, we will also ensure that workers who are unwell do not provide support services to you.

### Non response plan

We will discuss and agree with you what our worker will do if you do not respond to a scheduled visit. This Non Response Plan will be documented in your Care Plan. Please note however, that if there is a clear and present danger to a person or property our workers have overriding instructions to dial 000 for emergency services.

### Work health and safety considerations

**Smoking:** Our staff and volunteers will not smoke in your home; and we request that you do not smoke when a staff member or volunteer is in your home or you are in their vehicle.





**Dogs:** If you have a dog, big or small, we ask that it is restrained while our staff or volunteers are in your home. Please secure your pet in another room or outside your home. This does not apply to assistive animals such as Guide Dogs.

**Cleaning products:** Our staff and volunteers will not work with hazardous chemicals including bleach-based products and corrosive chemicals such as oven cleaners. AHLA encourages clients to purchase environmentally friendly products or non-chemical cleaning mitts.

## Changing or Cancelling *services*

You have the right to refuse or cancel your support services at any time. If you do refuse support you can reapply for it at a later date at which time you will be reassessed and any services will be provided subject to availability.

We have the right to cancel your support services in the following circumstances:

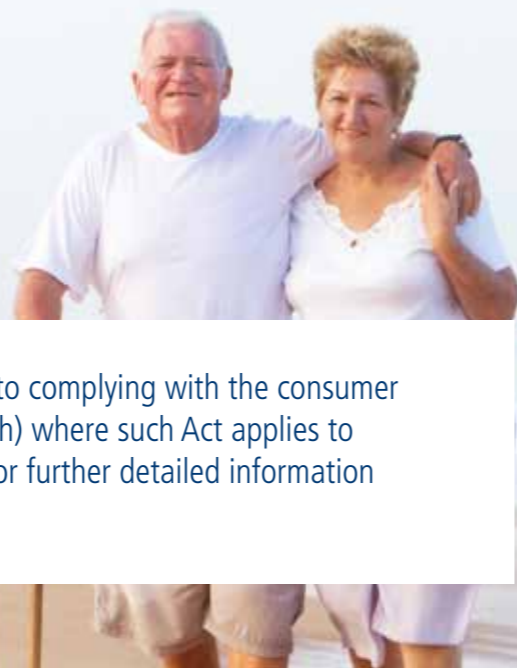
-  If you move away from our geographic service area or you move into a residential care facility or nursing home
-  Another agency could better meet your assessed support needs
-  Your needs are assessed as being more appropriately met by other types of services or care, or you no longer need community care
-  Your behaviour is not appropriate towards staff or other clients

If your support is cancelled the reasons for that cancellation will be clearly explained and documented in writing. Assistance will be provided to access other services if appropriate.

**Hospital stays:** please arrange for someone to advise us if you have to go to hospital. Your services can resume when you return home.

**Holidays:** please let us know if you are going to be away for any period of time. We will discuss your support services during that period on an individual basis.

# Consumer Liability Statement



Adssi HomeLiving Australia is committed to client satisfaction and to complying with the consumer guarantees set out in the Competition and Consumer Act 2010 (Cth) where such Act applies to a particular transaction. Please refer to our Terms and Conditions for further detailed information concerning consumer guarantees.



## Volunteers

Volunteers are an integral part of the Adssi HomeLiving Australia's team and provide an invaluable service to our clients with home visits and outings, gardening and maintenance, and also to our office staff with administrative support. Adssi HomeLiving Australia volunteers receive ongoing training, a uniform and reimbursement of expenses associated with their volunteering role. We welcome enquiries from people interested in volunteering. Please contact our Human Resources department on 1300 578 478 for more information.

# Donations and Bequests



The services that Adssi HomeLiving Australia provides are in high demand and we rely predominantly on government assistance and client contributions to support the frail aged, people living with disabilities and their carers. Donations and bequests are very welcome and help us to provide services to more people. More information on how to donate can be found at [www.adssihomeliving.com.au](http://www.adssihomeliving.com.au). If you would like more information on how to make a bequest, contact our Finance Manager on 1300 578 478.

# Helpful Information

## Falls Prevention

Falls can become more likely as we age. We regularly run free falls prevention programs and you can register your interest by calling 1300 578 478 or visit [www.adssihomeliving.com.au](http://www.adssihomeliving.com.au) to see when the next program starts.

There are many things that you can do at home that may help prevent a fall:

- Wear well fitting shoes and slippers with a non slip sole
- Make your home safer by removing clutter and checking for trip hazards
- Have good lighting in your house – 75 -100 watt globes
- Install a night light in your bedroom or hallway
- Have hand rails installed on your stairs
- Consider installation of hand rails and shower aids in your bathroom
- Manage your medications – side effects may make you more at risk of a fall
- Have regular checks of your health, eg eyesight, hearing, feet
- Manage your health conditions – they may make you more at risk of a fall
- Use the correct walking aid for your needs
- Do regular gentle exercise to help maintain balance and safe walking
- Keep hydrated by drinking plenty of water

## eHealth Records

Every time you visit a healthcare professional, or a hospital or other medical facility, important information about your health is created and stored at that location. Currently it's hard to access and share this information with the health professionals involved with your care. You can now register for a personally controlled electronic health (eHealth) record.

An eHealth record is an electronic record that contains a summary of your health information. You can add information to it and you can allow healthcare professionals to view this information and to add new information.

Your eHealth record will allow your information to be better accessed online. It will make it much easier to share information between healthcare professionals involved in your care and for you to be actively involved in managing your health.

To register online for an eHealth record go to [www.ehealth.gov.au](http://www.ehealth.gov.au).

## Smoke Alarms

By law, a smoke alarm must be installed in all homes and other places that people sleep. This includes caravans, campervans, holiday vans, park van annexes and associated structures.

The legislation requires all NSW residents to have at least one working smoke alarm installed on each level of their home.

To keep your smoke alarm in good working order:

- Test it once a month by pressing the test button until the alarm sounds
- Clean it with your vacuum cleaner every six months to remove dust
- Change the battery once a year (unless it is a ten-year lithium battery)
- Replace the whole unit every ten years.

The NSW Fire Brigade operates the Smoke Alarm and Battery Replacement (SABRE) program which assists seniors and people with a disability who are not able to install and/ or maintain their smoke alarms.

The SABRE program can help you test and maintain your smoke alarm. For more information contact Fire and Rescue NSW on 1800 151 614.

## National Disability Insurance Scheme (NDIS)

The NDIS will commence in July 2016 on the Central Coast. We can help you with your plan and to transition to the scheme.

If you have any concerns or queries, please call our NDIS team on 1300 578 478.

To keep up-to-date on the rollout locally, you can subscribe to their newsletters at [www.ndis.gov.au/news/](http://www.ndis.gov.au/news/) subscribe or phone 1800 800 110.



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**1300 578 478**

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