

Home Support Services
for
Older People,
People with Disability
and
their Carers
in the Nepean Region
(Penrith, Blue Mountains & Hawkesbury)



**A CONSUMER
AND
CARER HANDBOOK**

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Commonwealth Home Support Services (CHSP)

Commonwealth Home Support Services provide support to people aged 65 and over (50 and over for Aboriginal and Torres Strait Islander people) to stay at home and be more independent in the community. Services can be provided on a short or long term basis. If you have been ill or had a period in hospital, these services will help you get back to where you were. The services will help you to be as well and independent as possible. **Commonwealth Home Support Services** are for people who just need a small amount of assistance to enable them to remain independent at home and connected to their community. The services that could be provided include:

- Help with housework
- Help with showering & dressing
- Doing your shopping
- Getting to doctors' appointments, shopping centres or going out
- Fixing and changing your home to make it safe
- Equipment to enhance your independence
- Group activities
- Nursing & other health services such as podiatry, physiotherapy

- Meals on Wheels
- Services to give carers a break
- Home Visiting

To get **CHSP services** for the first time you need to contact My Aged Care on **1800 200 422**. Someone can call on your behalf. They will ask you for some details about yourself and questions to determine if you are eligible and what support you need. They will then arrange for someone to come to your home to discuss your needs and help you understand how **CHSP services** could assist you. They can help you get the services you need.

Home Care Packages

Home Care Packages are also for people aged 65 and over who live at home. **Home Care Packages** are for people with higher needs. Because of their health conditions, they may need a mix of different services and some help in organising these services. This help is called **Case Management**.

Home Care Packages provide similar types of services to **Commonwealth Home Support Services** but at a higher level and with help from a Case Manager. There are four levels of **Home Care Packages** based on a person's needs.

To be eligible to receive a **Home Care Package** you will need to be assessed by the **Aged Care Assessment Team (ACAT)**. These teams are made up of highly trained professionals such as geriatricians (doctors who specialise in working with older people), physiotherapists, social workers, nurses and occupational therapists that are skilled in assessing the needs of frail older people.

To get an **ACAT** assessment, you need to contact **My Aged Care 1800 042 222**. Someone can call on your behalf. **My Aged Care** will ask questions to determine if you need an **ACAT** assessment. They will then refer you to the local **ACAT** team who will visit you at home.

So for older people living at home, the two main programmes that can help you are:

1. The Commonwealth Home Support Programme (CHSP), and
2. Home Care Packages

To get more information about these programmes call **My Aged Care 1800 200 422** or go to their website www.myagedcare.gov.au .

The Community Care Supports Program

The Community Care Supports Program (CCSP) is for people with a disability who are under 65 and not receiving support through the National Disability Insurance Scheme (NDIS), and who need assistance to live in their own homes, maintain their independence and stay connected to their communities. The services that could be provided include:

- Help with housework
- Help with showering & dressing
- Doing your shopping
- Getting to doctors' appointments, shopping centres or going out
- Fixing and changing your home to make it safe
- Equipment to enhance your independence
- Group activities
- Nursing & other health services such as podiatry, physiotherapy
- Meals on Wheels
- Services to give carers a break
- Home Visiting

How to get CCSP services

To get these services you need to contact the organisations directly, or someone can do that on your behalf. The following organisations can provide contact details of local services:

- **Ageing Disability and Homecare (ADHC) Information and Pathways Line**

Phone: 4734 9499 or 1800 881 901 if calling from Lithgow.

Email: NBM.IP@facns.nsw.gov.au

- **Penrith Disabilities Resource Centre**

Phone: 4732 2363

Email: pdrc@pdrc.org.au

Website: www.pdrc.org.au

You can drop in to PDRC at 114-116 Henry St Penrith, Monday to Friday from 9am -4pm.

- **Community Care Support Service**

Phone: 4732 6366

Email: communitycare@tricomms.org.au

Website: www.tricomms.org.au

- **Penrith Council**

Phone: 4732 7777

Website: www.penrithcity.nsw.gov.au

- Blue Mountains City Council
Phone: 4723 5047
Website: www.bmcc.nsw.gov.au
- Lithgow Council
Phone: 6354 9999
Website: community.lithgow.com
- Hawkesbury Council
Phone: 4560 4444
Website: www.hawkesbury.nsw.gov.au
- Peppercorn Services
Phone: 4587 0222
Website: www.peppercornservices.com.au

There are also many on line service directories where you can get information about services for people with disability in the Nepean region. This covers (Penrith, Blue Mountains and Hawkesbury and Lithgow). The Councils all have on line Community Service Directories as does TRI Community Exchange www.tricomm.org.au/cultural-access-support.

Services for Carers

Carers of frail older people, including those with Dementia, and people under 65 with disability are also eligible for support to assist them in their caring role. The main kinds of support are **respite** and **carer support**. A respite service is where a trained worker will take over the carer role for a specified period. Respite can be provided in the client's home or in a centre based setting. The purpose of respite is to give carers a break from their caring role. There are various types of respite available.

Carer Support can be offered in a group setting or one to one. Carer Support Groups provide a way for carers to get together to share experiences and support each other. Several organisations in the Nepean region offer Carer Support Groups.





For more information about respite services and to register as a carer call **Commonwealth Respite and Carelink Centre Nepean 1800 052 222**.

For information about support for carers, Carers NSW is a great resource. Their **Carer Line is 1800 242 636**, website: www.carersnsw.org.au

My Aged Care 1800 200 422 www.myagedcare.gov.au can also help you find respite and carer support services if you are caring for a person over 65.

People from Culturally and Linguistically Diverse (CALD) Background

Some **Commonwealth Home Support Programme** services, **Home Care Packages** and **Community Care Supports Program** services are specifically for people of CALD Backgrounds, while others are “mainstream” services for the general population. Many mainstream services have staff from diverse cultural backgrounds. You have a right to request a worker who speaks your language and/or who is from a similar background.

If the service cannot provide a worker from your preferred cultural or language group, they are still required under the standards set by government to provide services to you in a way that respects your cultural background.





Using Interpreters

If you do not speak English well services are required to use interpreters when discussing your needs with you.

If you need to contact a service or government department and cannot speak English well, or cannot speak English at all, free interpreters are available to assist you. Interpreters are available by telephone, or an interpreter can attend a meeting with you, for example when you are speaking with **My Aged Care** or when a service comes to meet with you in your home.

It is important to use professionally trained interpreters. They speak your language and English very well, and will directly and accurately interpret what is said. Families are welcome to be present.

Using the Translating and Interpreting Service (TIS)

If you cannot speak English, you can phone TIS for assistance. To contact TIS you need to:

1. **Call 131 450**
2. Tell the operator, in *English*, the language you speak
3. The operator will connect you to an interpreter who speaks your language
4. You may have to wait a while for the interpreter
5. When the interpreter comes on the phone you can speak in your language. You need to tell the interpreter the name of the service you wish to contact. If you know the telephone number of the service you wish to contact tell the interpreter.
6. The Translating and Interpreting Service will then contact the service while you wait on the phone
7. When you have been connected to the service, the interpreter will interpret for you, by speaking with the service provider in English. The interpreter will explain your inquiry.

The interpreting service is strictly confidential. The interpreter will not discuss your situation or your details with others.

For people who are deaf, or have a hearing or speech impairment contact:

- **National Relay Service**

Phone: 1800 555 660

Email: helpdesk@relayservice.com.au

SMS: 0416 001 350



Your Information (Confidentiality)

All organisations that provide services for older people, people with disability and carers are required by law to protect the personal information you give them. They can only give your information to other services or health providers with your permission.

If you are comfortable to give this permission or consent, it saves you having to repeat your information.

Fees

All organisations are required to charge fees for the services they provide. The services for older people are heavily subsidised by the Commonwealth Government, and the CCSP services for people with disability are subsidised by the NSW Government. Therefore clients are only required to make a contribution towards the total cost of the service. Service providers will talk to you about the fees they charge.

All services are required to have a financial hardship policy. If you cannot afford to pay the fee, you have a right to ask for a fee reduction. Services are required to take your circumstances into consideration when setting your fees. If you are on a government benefit, you may be asked to show your pension card.

If you are not happy with a service provided

It is important to inform the service if you have any concerns with the service you receive. You can talk to the Manager and use the **TIS** service if you do not speak English well. You can ask someone to call the service on your behalf.

All services have a feedback or complaints policy which states that your concern will be dealt with and that raising a concern or making a complaint won't mean that you lose the service.

If you are not satisfied with how the service has dealt with your complaint, you can seek advice from external bodies.



Older people and their carers can contact:

- **The Aged Rights Service**

Phone: 9281 3600 or

- **The Aged Care Complaints Scheme**

Phone: 1800 550 552

Website: www.agedcarecomplaints.govspace.au

People with Disability and their carers can contact:

- **The NSW Ombudsman Community Services Division**

Phone: 1800 451 524 or

- **The Multicultural Disability Advocacy Association**

Phone: 9891 6400

For complaints about Health Services contact:

- **Health Care Complaints Commission**

Phone: 1800 043 159

Website: www.hccc.nsw.gov.au



Can someone else speak on my behalf?

Yes a family member or friend can speak on your behalf to a service with your permission. This is called “advocacy”. Advocacy is a process of advising, speaking up for or representing a person. An Advocate is someone who:

- Gives you information about your rights and responsibilities
- Listens to your concerns
- Speaks on your behalf to a service provider.
- Helps you resolve problems or complaints with your service

Often a service may ask you to sign that the person has your permission to speak on your behalf and the Advocate can be asked to sign that they will always act in your best interests. Many people do not have someone who can take the role of Advocate for them. There are organisations that can take on this role. They include:

- **The Aged-care Rights Service (TARS)**
Phone: 9281 3600
- **The National Aged Care Advocacy Line**
Phone: 1800 700 600

People with disability can contact:

- **Penrith Disabilities Resource Centre**
Phone: 4732 6232
- **Indigenous Disability Advocacy Service (IDAS)**
Phone: 4722 3524
- **Multicultural Disability Advocacy Association of NSW (MDAA)**
Phone: 1800 629 072
- **Intellectual Disability Rights Service**
Phone: 1800 666 611
- **Brain Injury Association of NSW**
Phone: 1800 802 840

What are my Rights?

As a person receiving services, you have a right to:

- Freedom from harm, abuse, neglect or exploitation
- Full and effective use of your personal, legal and consumer rights and human rights
- Have those rights respected and upheld
- Quality service that is respectful and protects your privacy and dignity
- Service that is sensitive to your cultural background
- Assistance to access the supports and services to live life as you choose

- The right to make you own decisions
- Participate in the community in a way that is important to you
- Complain without fear of reprisal or losing your service
- Nominate an advocate of your choice to speak on your behalf

What are my responsibilities?

As a person receiving services you have a responsibility to:

- Act in a way that respects the rights of other consumers, service staff and volunteers
- Take responsibility for any decisions you make
- Contact the service if you need to change the time, or if you will not be home at the scheduled time
- Inform the service if there are any changes in your health or situation, which may affect the services you need, or how the services are provided to you
- Pay the agreed service fee
- Maintain a safe environment for the staff that come into your home

For more information

For more information about services for older people and their carers contact:

- **My Aged Care**

Phone: 1800 200 422

www.myagedcare.gov.au

For more information about services for people with disability and their carers contact:

- **ADHC Information & Pathways**

Phone: 4734 9499

or

- **National Disability Insurance Scheme (NDIS)**

(currently only for people under 18 in Nepean region)

Phone: 1800 800 110

www.ndis.gov.au

This booklet was produced by The Nepean Community Care Support Service, TRI Community Exchange. You are welcome to contact us on 4732 6366. Copies can be downloaded from our website www.tricomm.org.au.

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ADVANCING DIGITAL INCLUSION