



# Home and Community Care Services (HACC Services)

in the Northern Sydney Region

A Consumer & Carer  
Handbook



English



# Contents

1	Home and Community Care (HACC Services)
2	How HACC Services can assist
3	HACC Services available
6	Health HACC Services available
8	How to contact a service
9	Using the Telephone Interpreting Service (TIS)
11	Meeting a service with an interpreter
13	What happens when you contact a service?
14	Your information (confidentiality)
14	How much will the service cost?
15	What if I am not happy with the service provided?
17	Can someone else speak on my behalf?
18	What are my rights?
20	What are my responsibilities?
21	More information or assistance

# Home and Community Care (HACC) Services

Home and Community Care services are located in the community. The services provide support to older people, people with a disability, and people who care for them, as they live at home.

You may be able to receive HACC services:

- If you are a frail, older person.
- If you are a person with a disability.
- If you care for a frail aged person or person with a disability.

And you live at home.



# How HACC Services can assist

If you have a disability or are getting older, you may find that everyday tasks at home can often be difficult. HACC services can provide assistance so you can continue to live safely in your home rather than move into other accommodation, like a nursing home or hostel.

You may need services to assist you:

- If doing daily tasks, such as housework and looking after yourself, is becoming difficult.
- If you are a person with a disability and need support services to assist you to continue to live independently.
- If you care for a frail aged person or a person with a disability, and need some help in looking after them.
- If you are a frail older person or a person with a disability, you may need services to assist you after a recent illness or accident.

# HACC Services available

There are many types of services that can be provided:

- If you cannot cook for yourself, meals can be delivered to your home or you may receive them at a centre. These services are called **Food Services**.
- A person can come to your home and assist you with housework such as cleaning, washing or shopping. This service is called **Domestic Assistance**.
- A person can come to your home and assist you with bathing and dressing. This is called **Personal Care**.
- Assistance can be provided to fix things in your home such as changing light globes, or installing rails in your bathroom. This service is **Home Maintenance and Modification**.
- To assist your independence and security an emergency contact service is available. This service is **Emergency Monitoring Service**.

# HACC Services available

- A person can come to your home and assist in keeping your garden and lawns in a safe condition. This is called a **Gardening or Lawn Mowing Service**.
- Transport can be arranged for you to attend a senior citizens support centre or to go shopping, to a doctor or a hospital. This service is called **Community Transport**.
- A person can come to your home for a few hours and look after the person you care for, so that you can have a rest. This service is called **Respite Care**.
- You could also receive a rest when the person you care for attends a centre for social activities. This is called a **Day Centre**.
- Social activities, such as outings, are also provided, including group activities for younger people with a disability. These services are called **Social Support Services**.

# HACC Services available

● If you are lonely and would like someone to visit you or take you shopping, this can be arranged. Home visiting is provided by volunteers and is called Volunteer Visiting. Volunteer visiting and shopping support are organised by services called **Neighbour Aid or Social Support Services**.

● Assistance is available with the provision of clean linen. Linen such as sheets, pillow cases and towels can be delivered to your home on a weekly or fortnightly basis. This service is called **Home Laundry and Linen Service**.

● If you need assistance from several services, an organisation can arrange this for you. This service is called **Community Options**.

● If you care for someone at home, you may also like to be part of a group to receive support and information. These services are called **Carers' Support**.

● If you care for someone who has problems with memory, memory loss, or "dementia", there are social activity and support groups they could attend, while you have a rest. These services are called **Dementia Services**.

# Health HACC Services available

● Nurses can visit you in your home to provide general nursing care, including wound management, medications, intravenous antibiotics, care of the terminally ill, and personal hygiene. An interpreter can be arranged to attend the visit. These services are called **Community Nursing or Home Nursing Services**.

● “Continence” Nurse advisers provide assessment and management of bladder and bowel control problems. The nurses provide advice at clinics at Hornsby, Ryde and Mona Vale Hospitals. These services are called **Continence Clinic Services**.



# Health HACC Services available

● Other health services are also available in the community to assist you. These include:

**Podiatry:** This service can assist you if you have difficulty caring for your feet.

**Speech Therapy:** This service can assist you with speech problems, including voice or hearing problems. It can also assist with eating, drinking and swallowing difficulties.

**Physiotherapy:** This service can assist you with movement and breathing problems, (eg. back problems, limb movement).

**Occupational Therapy:** This service can help you to find safe ways of doing things, which have become difficult for you due to a physical injury or illness, a disability, or as you are getting older.

**Social Work:** This service can provide you with counselling, support and practical assistance in organising the services you need.

# How to contact a service

- You can contact the service yourself by telephone or visiting a service.
- You can ask a friend, a family member or your doctor to call the service on your behalf.
- You could also ask a community worker to contact a service for you. A service that has staff who speak your language is listed on page 21 of this booklet.
- Organisations that can provide telephone details of services in your local area are listed on page 21 of this booklet.
- **If you cannot speak English** well, or cannot speak English at all, interpreters are available to assist you. Interpreters are available by telephone, or an interpreter can attend a meeting with you. The interpreter service is free of charge.

# Using the Telephone Interpreting Service: TIS

If you cannot speak English, you can phone the Telephone Interpreting Service for assistance. In Northern Sydney, you can use the Telephone Interpreting Service free of charge, to call a HACC service.

To contact the Telephone Interpreting Service you will 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) Remember that you may have to wait a while for the interpreter, so be patient.



# Using the Telephone Interpreting Service: TIS

5) When you talk to the interpreter 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 tell the interpreter.

6) The Telephone Interpreter Service will then contact the HACC service, while you wait on the phone.

7) When you have been connected to the HACC service, the interpreter will interpret for you, by speaking with the service provider in English. The interpreter will explain your enquiry.

8) The Telephone Interpreting Service is also available for communicating with other government services and departments. It operates 24 hours a day, seven days a week.

# Meeting a service with an interpreter

Interpreters can help you communicate with a service, so that they understand what you need, and you can understand them.

- All HACC services in Northern Sydney can arrange an interpreter when they meet with you. This is a free service.
- The interpreter can come to your home with the HACC service worker, or meet with you at the service.
- It is important to use professionally trained interpreters. They speak your language and English fluently, and will directly and accurately interpret what is said.



# Meeting a service with an interpreter

- The Interpreting Service is completely confidential. The interpreter will not discuss your situation or your details with others.
- Relatives *should not* be used as interpreters because they are not trained. They may change the meaning and accuracy of what you say, and may not be confidential. This could cause misunderstandings and put your health at risk.



# What happens when you contact a service?

- When you contact a service they will ask you for some details about yourself and what help you need. Remember, you can use a telephone interpreter to help you.
- The service will make a time to speak with or meet with you at your home. They will discuss with you what you need and how they can help you. This is called an 'assessment'.
- Ask the service to arrange an interpreter to attend the meeting.
- At the assessment information is written down and left with you in a yellow book.



## Your information (confidentiality)

Any information you tell a service about yourself will not be shared with other people without your permission.

## How much will the service cost?

There are some costs to use most services. These costs will be explained when you first meet or talk with a service provider. Services will still be available if you are unable to pay. Interpreter Services are free for speaking to HACC Services in Northern Sydney.

# What if I am not happy with the service provided?

It is important to inform the HACC service if you have any concerns with the service you receive. You can talk to a staff member, and use an interpreter to assist you.

Services to you will not be stopped if you complain.

If you are not happy that your complaints have been addressed you can:

- 1) Contact the Service Manager to discuss your concerns.
- 2) You can also contact:  
The Community Services Division  
NSW Ombudsman  
Level 24, 580 George St.  
Sydney NSW 2000  
Phone: 9286 1000



# What if I am not happy with the service provided?

The Community Services Division is a free and confidential service and can assist you with complaints or concerns you have about the service you are receiving.

**3)** For complaints regarding Health Services you can also contact the Health Care Complaints Commission, Patient Support Service. In Northern Sydney contact:

Northern Sydney Patient Support Office  
Phone: 9926 8184



# Can someone else speak on my behalf?

Yes, you can ask a family member or friend to speak on your behalf. You can also contact the following organisations that have professional staff that may be able to assist you and speak on your behalf. This is called 'advocacy'.

## **Advocacy for People with a Disability**

- 1) Multicultural Disability Advocacy Association  
Phone 9891 6400
- 2) Disability Complaints Service  
Phone 9319 6549, TTY phone 9318 2138

## **Advocacy for Carers**

Commonwealth Carers Resource Centre  
Phone 1800 242 636

You may also contact your Local State or Federal Member of Parliament. The organisation listed in "For more information or assistance" on page 21 of this booklet, may also be able to assist you.

# What are my rights?

- You have the right to complain or express your concerns about the service without fear of losing the service or suffering any other recriminations.
- You have the right to have your complaints dealt with fairly and promptly.
- You have the right to be represented by another person of your choice.
- You have the right to be informed about what services are available.
- You have the right to be assessed to receive services without discrimination.
- You have the right to free interpreter services to assist you to communicate with HACC services in the Northern Sydney region.

# What are my rights?

- You have the right to receive services that are aware of your language and culture.
- You have the right to decide what services you want to receive. You may have to wait if the service cannot be provided to you immediately.
- You have the right to privacy and confidentiality. You can expect that no information will be provided to anyone else outside the service without your permission.
- You have the right to view or correct any information about yourself, held by the service.
- If your needs or circumstances change you can request a meeting with the service to discuss this.



# What are my responsibilities?

- You should act in a way that respects the rights of other consumers, service staff and volunteers.
- You need to take responsibility for any decisions you make.
- You should let the service know if you will not be home when a worker or volunteer is going to visit, or if you need to change an appointment time.
- You need to let service staff know if there are any changes in your health or circumstances, which may affect the services you need, or how the services are provided to you.
- Please feel free to ask any questions about the service you receive, and discuss any problems or issues that may affect you with the service provider.

# For more information or assistance

You could contact the following organisations to speak to someone about services in your local area.

**Commonwealth Carelink Centre,  
Phone 1800 052 222**

A Commonwealth Carelink Centre provides information about community and aged care services in your local area, and how to contact them. When you ring this number, you will be connected to your local Carelink Centre. This service is free.

**Northern Sydney Commonwealth Carer  
Respite Centre, Phone: 1800 059 059**

This centre can provide information and organise support for people who care for a frail aged person or a person with a disability.

# Copies of this booklet

If you would like to receive copies of this  
booklet please contact:

Northern Sydney NESB Access Project  
Multicultural Health Service  
Locked Bag 2220  
North Ryde NSW 1670  
Ph: 8877 5316

HACC Development Officer  
Northern Sydney  
Regional Community Forum  
PO Box 359  
Artarmon NSW 2064  
Ph: 9415 4855



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*home and community care*

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



Northern Sydney  
Central Coast **Health**

**better health:** caring for our communities

