

Welcome to

Kalamunda

HACC

Services



**shire of
kalamunda**

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Residents living within the Shire of Kalamunda and who meet the stated HACC (Home and Community Care) criteria for aged, frail and disabled are considered for the service provision.

The service is a non-discriminatory and includes Aboriginal, Torres Strait Islanders and people of non-English speaking backgrounds.

Eligibility is determined by utilizing the HACC Needs Identification tool in a face to face interview.

Kalamunda HACC provide the following services

- Centre Based Respite
- In Home Career Respite
- Social Support
- Shopping Bus
- Meals on Wheels
- Home Maintenance
- Domestic Services
- Personal Care
- Community Visitors Scheme
- Transport

Referrals can be made by the client themselves, a GP, family member or friend. A HACC Subsidised fee applies, however, Some outings may incur additional costs.

For further information please contact the Manager Adult Services on 9359 9701 or 9359 9797.

Service Descriptions

Centre Based Respite.

Peter Anderton Respite Centre.

Eligible clients are transported from their own home to the Day Centre where they are able to participate in a wide range of social, physical and craft activities in a friendly and social environment. Programs are specifically tailored to meet the needs of the aged and frail, dementia specific and physically and intellectually disadvantaged persons. The centre is open Monday to Saturday, Wednesday and Saturdays are for the dementia specific and we also run a younger people with disabilities program on Wednesday day and a Friday Evening. Thursdays there is a Men's Group.

In Home Care Respite

A professionally trained staff member is available to come into your home and look after your loved one or take them out for some social interaction giving you the carer some well deserved respite.

Shopper's Bus

We operate a shoppers bus weekly on a Monday and Thursday. Fortnightly on a Thursday and Monthly on a Friday. The bus will pick you up from your own home and take you to one of several shopping Centres. Then take you and your shopping back home and assist you inside if needed.

SOCIAL SUPPORT

A staff member or volunteer will provide interaction to those who maybe socially isolated. They will sit and have a chat or make a cup of tea for the client.

Transport

A community based transport service designed to support HACC eligible clients meet their daily transport needs.

Transport can be provided for doctors appointments, social events and other important appointments within the metropolitan area. To access this service clients must be HACC eligible and if possible give a minimum of **THREE DAYS NOTICE OR GREATER.**

Meals on Wheels

We provide a freshly cooked meal that is delivered to your door daily. You can expect a nutritionally balanced meal, low in fat, sugar and salt. The meal consists of a main course and dessert tailored to meet your dietary need such as diabetes and allergies. The monthly menu is rotated to ensure variety. The meals are best eaten on the day and all responsibility for the meal is yours once delivered. If you are not home to receive your meal in person an esky placed by the front door and off the ground should be provided to protect the meal. Meals on Wheels operates Monday to Friday but not on Public holidays

Personal Care

We provide personal care to clients within their home, with showering, grooming and dressing. Medication prompting, bed making and toileting. Staff maintains the client's dignity at all times.

Domestic Assistance

A basic cleaning service is provided for clients to assist them to maintain their independence within their own home.

Gardening/Maintenance

This is a low maintenance general gardening clean up that provide you with a safe environment around the perimeter of the home. Lawn mowing edging, gutter cleaning and a minor handy man service are also available by appointment.

Community Visitors Scheme

The Community Visitors Scheme is a Federal Government initiative to establish and promote links between people living in an Aged Care Facility and the wider community.

For more information please contact the Coordinator of CVS.

Assessment and Reviews

Kalamunda HACC places a high importance on the quality of the client assessment and review process. This ensures that the need of the client is heard, understood and met in an appropriate and acceptable manner.

All assessments where possible are conducted in the client's own home by our experienced assessment officers. Client reviews are conducted every six months to ensure the most up to date information is on record.

Client Rights and Responsibilities

Clients are the main focus of Kalamunda HACC and it is important that their rights are acknowledged and promoted at every opportunity.

Kalamunda HACC recognises and upholds client's right to:

- Be treated with respect and courtesy
- Have a right to privacy and confidentiality and to access all personal information kept about you by the service.
- Have a right to be assessed to receive services without discrimination
- Receive good quality services
- Be informed and to be consulted
- Have a right to refuse a service
- Have another person of their choice to advocate on their behalf
- Have your comments valued
- Make a complaint without fear of losing the service
- Have a right to view any information about themselves held by Kalamunda HACC.
- Be a part of any decisions made about their care.

While clients have rights as a service user, they also have responsibilities to Kalamunda HACC.

- Treat staff with respect and courtesy
- Let staff know as soon as possible if they cannot keep an appointment
- Provide a healthy and safe work environment (smoke free) and have pets controlled and away from work areas
- Take responsibility for the result of any decision they make with staff about their care,
- Not to ask staff or volunteers for their personal phone numbers or to give them personal gifts or money
- Not to ask staff or volunteers for advice on wills, family, personal or financial matters.

Occupational Safety and Health Policy (OSH)

The policy of Kalamunda HACCC is to achieve the highest attainable level of OSH working conditions for all stakeholders throughout our service areas.

At Kalamunda HACCC, all people have a responsibility for implementing this Policy by striving to achieve zero tolerance towards hazards, incidents and accidents. To actively identify, report and control hazards in order to minimise the risk of incidents or accidents.

In order to achieve this, Kalamunda HACCC Management will:

- Demonstrate leadership and commitment through its senior staff
- Provide and maintain a safe work environment, including work conditions, practices and procedures for all Kalamunda HACCC stakeholders.
- Use the Kalamunda HACCC OSH procedures manual to set high standards of safety
- Develop awareness throughout the organisation by ongoing education, training and supervision.
- Take all practicable steps to eliminate hazards within the workplace through hazard identification, risk assessment and control.
- Comply with applicable safety and health statutory requirements.
- To continuously review and improve OSH standards.
- Ensure that all incidents are reported, recorded, investigated and actioned.
- Allocate appropriate resources to meet the commitments of this Policy.
- Employees, contractors and volunteers also have a duty of care for their own work environment and of others affected by their actions at work. Individuals are required to:
 - Comply so far as they are reasonably able, with the safety procedures and directions given.
 - Not interfere with items or facilities provided in the interests of safety and health of company stakeholders. Report hazards and accidents in accordance with agreed procedures.
- The Occupational Safety and Health Policy confirms our

Complaints

Kalamunda HACC welcomes information and feedback from clients which enables us to improve the quality of service. All clients should be made aware of their right to complain and should fully understand the complaints procedure and the use and availability of advocates.

Clients have a right to complain about the service they are receiving without fear of retribution and can expect complaints to be dealt with promptly.

The Coordinator should take steps to ensure that clients feel comfortable to continue accessing services after making a complaint.

All complaints are to be recorded on the complaints record form which is to be completed by the Coordinator.

Complaints procedure:

- Clients are encouraged to raise their complaint with the staff member concerned in the first instance.
- If the client is not satisfied with the outcome, or not happy to discuss the issue with the staff member concerned, they should contact the Coordinator or use an advocate to negotiate on their behalf.
- If the issue is still not satisfactorily resolved, the client should raise the issue with the Manager of KHACC Services.
- If after approaching the above people the issue is still not resolved the client can complain to the HACC Regional Project Officer.
- The client should be informed of the outcome of their complaint and asked for their feedback on the complaints procedure.

Department of Health WA HACC Information Line
9222 4060

ADVOCATES

An advocate is a person, who with the authority of the client represents the client's interests. This can be a family member, friend or advocacy service.

Advocates will be accepted by KHACC as representing the interests of the client and can be present during assessments, reviews, complaints or any other communication between the client and KHACC.

Procedures for appointing an Advocate:

Clients wishing to use an advocate should inform KHACC in writing of the name and phone number of the person they wish to negotiate on their behalf.

The client has the right to change their advocate at any time and should inform KHACC in writing of any changes.

Advocare Services phone number 9221 8599 or 1800 655 566.

HACC FEE POLICY

The WA HACC fee policy provides a consistent and fair process for the charging of a client contributions towards services.

All HACC clients are required to complete a self assessment of their income to determine the amount they are asked to contribute. If you are a carer the person you care for will be assessed.

- Where one person is living alone that person's income is assessed (single).
- Where one member of a couple is a HACC client, the couple's income would generally be assessed (couple).
- Where a couple are both HACC clients, their combined incomes are assessed (couple).
- Kalamunda HACC will discuss this with you and reach an agreement on how much you need to contribute prior to the commencement of your services.

FEE CAP

If you receive support services from one or more Service Providers you are protected by a fee cap. This will ensure that you will pay up to a maximum amount per week and no more, regardless of how many services you receive. The fee cap applies to most HACC services but not all.

FEE WAIVER

If there is a particular reason you cannot afford to make your contribution, explain this to your service provider. In some circumstances your contribution may be temporarily reduced or waived.

No one will be refused a HACC service because of their inability to contribute to the cost of their care. Everyone will receive the same standard of care regardless of his or her contribution.

If you cannot afford to contribute then you may be eligible to have your contribution reduced.

Please talk to the Coordinator or Manager of HACC services for more information.

WAIT LIST

If a client is placed on a wait list:

- The person will be advised they are on a wait list for services and given an idea of the wait time.
- Information should be provided on other available services if appropriate, referral should be arranged.
- The client advised that their case will be reviewed every

TERMINATION OF SERVICES

Exit Criteria

Kalamunda HACC reserves the right to withdraw or deny current services as a result of the following criteria:

- The client is admitted into residential care
- The client's medical condition is beyond the professional capacity of staff members
- The client's behaviour violates the rights and safety of other clients and staff members
- The clients safety cannot be guaranteed
- The client transfers outside of the Kalamunda Shire catchments area

When a client meets any of the above exit criteria the Manager/Coordinator will arrange a meeting with the client, carer and/or advocate.

If required the client may be referred to a more appropriate service or for assessment by the Aged Care Assessment team.

HOW TO PAY YOUR KALAMUNDA HACC ACCOUNT

PETER ANDERTON RESPITE CENTRE ONLY

Clients attending the above Centre can make payments for the services either by cash or cheque.

An ETPOS facility is also available on the premises.

All other services (including Domestic Assistance, Transport and Gardening).

Invoices are sent to clients on a monthly basis and payments can be made as follows and all payable to the "Shire of Kalamunda (HACC)"

Money Orders or Cheques and mailed with tear off strip at the bottom of the invoice to:

Kalamunda HACC, PO Box 1371, KALAMUNDA WA 6926

OR

Direct at Bankwest, presenting invoice and paying directly into the account.

OR

Electronically on the internet—see banking details quoted on the invoice.

If you have any queries please telephone the Peter Anderton Respite Centre on 9359 9797.

KALAMUNDA HACC SERVICES

12 Anderson Road
FORRESTFIELD WA 6058
Telephone No. (08) 9359 9797
Fax No. (08) 9359 2042
www.kalamunda.wa.gov.au (follow links)

VISION, MISSION & ORGANISATIONAL VALUES

Vision

The Shire will have a diversity of lifestyles and people. It will take pride in caring for the natural, social, cultural and built environments and provide opportunities for people of all ages

Mission

Working together to provide effective and efficient leadership and services for our whole community

Organisational Values

The organisational values of the Shire of Kalamunda assist in driving the behaviour of staff in implementing our strategic plan:

Customer Service Focus – Deliver consistent excellent customer service through being timely and courteous

Innovation - Pursue excellence through innovative improvements.

Leadership – Provide responsive leadership and excellent governance demonstrating high standards of ethical behaviour

Mutual Respect – Value each other's differences and demonstrate mutual respect

Trust – Communicate and collaborate openly and with integrity generating a strong culture of trust

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