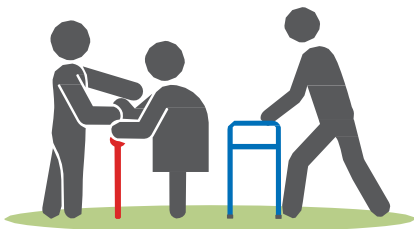


HILLS COMMUNITY CARE INFORMATION HANDBOOK



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Hills Community Care provides services to frail aged people and to their carers.

We offer assistance so that people may maintain an independent and quality lifestyle.

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About Hills Community Care

The Hills Shire Council trading as Hills Community Care commenced operations in 1991. Hills Community Care conducts a variety of programs funded by the Commonwealth to assist frail aged people and their carers to live in the community and to prevent premature admission to residential care.

Hills Community Care recognizes the person centered approach that has been developed under the National Aged Care Reform and endeavours to comply with all Home Care Standards Service Standards.

All staff are required to have certain qualifications dependent on the service and role they work in. All staff are employed following a formal recruitment and selection process under Equal Employment Opportunity and councils EBA4.

Hills Community Care is located at 3 Columbia Court, Norwest and also provides other services which are operated out of Balcombe Heights Estate 92 Seven Hills Road, Baulkham Hills.

Hours of operation: 8.30am – 4.30pm, Monday to Friday.

Telephone: 02 9761 7600

Email : hcc@thehills.nsw.gov.au

Website: hcc.thehills.nsw.gov.au

PO Box 7064, Norwest BC 2153

Hills Community Care does not operate on public holidays however, some services are available if required.

Contact numbers for services

- Accounts: 9761 7607
- Community Transport: 9761 7604
- Social Day & Dementia Programs: 9761 5706
- In Home Respite Services: 9761 7616
- Domestic Assistance: 9761 7698
- Lawn Mowing/Easy Care Gardening: 9761 7695
- Food Services: 9761 7602
- Home Modification and Maintenance: 9761 7615
- Occupational Therapy/Allied Health: 9761 7615

Accessing services from Hills Community Care

Referrals are accepted via My Aged Care to support consumers under the Commonwealth Home Support Program.

For more information you can contact My Aged Care on 1800 200 422 or you can visit their website on <http://www.myagedcare.gov.au/>



Your Rights and Responsibilities

Your Rights

- To receive services that assists you in maintaining your independence.
- To be informed of any changes and decisions that affects your service.
- You have the right to be treated with respect, consideration and courtesy.
- You have the right to express your concerns about a service without fear of losing the service or suffering any discrimination.
- You have the right to have your concerns dealt with fairly and promptly.
- You have the right to be represented by an advocate of your choice, or have one appointed for you.
- You have the right to privacy and confidentiality. No information about you will be provided to anyone outside of Hills Community Care without your consent. Consent can be withdrawn at any time.
- You have the right to view any information about yourself held by Hills Community Care.

Your Responsibilities

- To notify Hills Community Care of any relevant changes – i.e. change of address or if you have been funded for a Home Care Package.
- To behave in a way that respects the rights of other consumers, carers, staff and volunteers of Hills Community Care.
- To take responsibility for the results of any decisions you make.
- To provide feedback to Hills Community Care to assist us to improve services to you.
- To communicate changes required to service delivery.
- To ensure safe and easy access to your residence, e.g. visible house numbers, ensure that any dogs are locked away when staff or volunteers visit.
- You are required to pay your account for services provided in a timely manner, or contact Hills Community Care to make alternative arrangements.

Policy and Procedures

Hills Community Care aims to ensure that consumers and carers are aware of their rights and responsibilities and are confident in all interactions with Hills Community Care.

Hills Community Care Policy and Procedures are available for consumers and carers to review and provide feedback. These documents are available on site at the Hills Community Care Offices and / or via telephone request.



Hills Community Care Professional Boundaries

To ensure that services are maintained to a high Standard – Hills Community Care maintain that all staff conduct themselves within a professional manner at all times.

It is important for consumers and carers to understand that staff cannot:

- accept gifts or rewards
- or provide support outside the Service Agreement and Care Plan
- are not able to recommend external trades people
- are not able to offer financial advice
- are not allowed to operate your bank account / know your PIN to your credit / Debit Card
- cannot act as executor of your estate, attorney and or guardian

Consumers Information and Confidentiality

- Hills Community Care only holds information that is necessary in order to provide a safe and timely service for you. The information we request of you will remain confidential.
- You have the right to withhold information for privacy reasons.
- You have the right to request any information that we have about you. Please ask your Service Coordinator and your file will be made available. If any information on your file is incorrect please advise the Service Coordinator.

Under what circumstances might my service cease

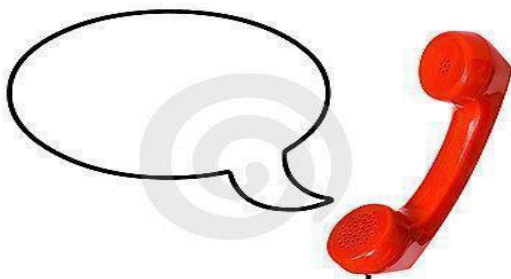
- Services will cease when you request the service to be stopped/postponed.
- You move out of the area.
- You or the person your care for moves into residential care or into a group home setting.
- If we are unable to assist you due to an unsafe environment (e.g. vicious dog, squalor).
- We are no longer able to support your needs within the scope of our services.
- You are no longer eligible as you have received a Package of support from another service provider.
- You no longer require the service.

If Hills Community Care can no longer meet your needs; we will support you in transitioning or referring you to another service provider. The existing of services is supported with your consent or someone advocating on your behalf.

Feedback on Services

Your feedback is very important to us, as it helps us to improve the services we provide. You can do this by phoning us at any time.

An opportunity to provide formal feedback is also provided yearly via a consumer survey.



Advocate

You, a family member or friend have the right to advocate on your behalf or you may choose the support of an advocacy service. An advocate is a person who, with the authority of the consumer/participant, represents the consumer/participant's interests. Advocates may be used during assessments, reviews, and complaints or for any other communication between the consumer/participant and Hills Community Care.

Advocates will be acknowledged by Hills Community Care as representing the interests of you the consumer. However we will need to receive a written authority by you to allow the advocate to speak on your behalf.



The Advocacy services available are:



The Aged Care Rights Service: 1800 424 079



Council on the Ageing: 9286 3860



Older Women's Network: 9247 7046



NSW Ombudsman: 9286 1000

Compliments, Concerns or Complaints

Our team is more than happy to assist you if you have any complaints, queries, concerns and compliments. We cannot improve our service if you do not share your feedback. It is always helpful if you can tell us how you would like the situation resolved.

You can contact the service coordinator; the contact numbers are listed on page 3 of this booklet.

Formal complaints can also be made in writing and forwarded to the General Manager, The Hills Shire Council, PO Box 7064, Norwest BC, 2153.

We aim to respond to all complaints or concerns within five working days.

If your complaint or concern cannot be resolved to your satisfaction then you may wish to refer the issue to:

Community Services Commission

Phone - (02) 9384 4999 or TTY - (02) 9384 4984

Aged Care Complaints Commissioner

Phone - 1800 550 552 or TTY - (02) 9384 4984

<https://www.agedcarecomplaints.gov.au/>

Interpreter Services

To access immediate phone interpreting services, please contact TIS National on 131 450

<https://www.tisnational.gov.au/>

All complaints, queries and concerns will be handled in the strictest of confidence.

Service Agreement / Care Plan

The term 'Service Agreement' is a disclosure statement. Your signature serves as proof that you are aware of our commitment and your rights and responsibilities as listed in the document.

The protocols set out are not contractually binding but are used to define agreed best practice standards.

A Care Plan is developed with consumers / carers and Hills Community Care to define the supports which enable the individual to remain independent in the community.

The consumer will develop strategies with Hills Community Care staff. These strategies will define the way the service is delivered to the individual.

You will be asked to sign the care plan to show you have contributed to the planning of your support. Care Plans can be reviewed as your needs change, please contact the Hills Community Care Office on 9761 7600.

Cost of Service Delivery

Fees vary depending on the service you receive. You will receive a list of Hills Community Care's current fees and charges before you commence services with us.

All fees and charges are reviewed annually, should any fees be amended, all consumers/carers will be advised.

<http://www.thehills.nsw.gov.au/Council/About-The-Hills-Shire-Registers-and-Policies> [Council/Documents-Reports-](#)

Service Cancellation

Hills Community Care has a standard 24 hours/one working day cancellation policy for all services, otherwise fees may still apply. For more information, please discuss cancellation charges with your service Coordinator.

Payment Options

Our preferred method of payment is:

Pay by Direct Debit: The Direct Debit form is enclosed in this information pack. You can also phone Hills Community Care on 9761 7616 to request a direct debit form. Complete and post to:

Hills Community Care
PO Box 7064
Norwest NSW 2153

We also provide the following options if you cannot pay by direct debit:

Pay in Person: Council Administration Centre

3 Columbia Court, Norwest NSW 2153

We accept payments by cash, money order, cheque, Visa, Master Card or EFTPOS (Opening hours are Mon to Fri 8.30am to 4.30pm)

Pay via mail: Hills Community Care, PO Box 7064, Norwest BC NSW 2153 by cheque or money order. Please make cheques payable to: The Hills Shire Council trading as Hills Community Care.

Pay by B-Pay: Biller Code: 124339 / Account Reference Number: Your Account Number. B-Pay payment via internet or phone banking only. Payments WILL NOT be accepted at Australia Post Branches. Credit Cards are not accepted via B-Pay.

Centrepay: If you receive a payment from Centrelink you can arrange for a fortnightly deduction to be paid to your Hills Community Care account.

Pay Online: To make a payment via Council's web site, please use the web address below. Click on the "Online Payments" option on the left-hand side of the home page, and follow the steps. www.thehills.nsw.gov.au

If you need assistance Hills Community Care's Accounts Team can assist you to organize this payment method.