Shire of Narrogin
Love the life

NARROGIN REGIONAL HOMECARE

CLIENT HANDBOOK

MISSION:

To empower the frail, aged and people with disability by providing quality services which meet individual needs and encourage positive ageing and wellbeing.

Serving the Shire of Narrogin and town sites of Cuballing and Highbury with H.A.C.C. and V.H.C. services and the broader region with H.C.P. and C.H.S.P Services

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WELCOME TO NARROGIN REGIONAL HOMECARE

Narrogin Regional Homecare is funded by the Commonwealth and State Governments to provide home support services to frail or aged people, young people with a disability and their carers so they can continue to live independently in the community. Funding is provided under the following support programs:

- Home and Community Care (HACC) - provides basic support services to frail or aged people and young people with a disability.
- Commonwealth Home Support Program (CHSP) - supports carers of frail or aged people and young people with a disability with opportunities to take a break from their caring role.
- Home Care Packages program - provides a higher level of care than HACC in a package to suit individually assessed needs.
- The Department of Veterans' Affairs (Veterans' Home Care).

Narrogin Regional Homecare's mission is to empower the frail, aged and people with disability by providing quality services which meet your individual needs and encourage positive ageing and wellbeing.

Narrogin Regional Homecare provides HACC and Department of Veterans' Affairs (Veterans' Home Care) services to areas within the surrounds of Narrogin and can provide C.H.S.P. services within the broader Wheatbelt Region. Home Care Packages are also able to be provided too Wagin and to Brookton.

Services are generally provided Monday to Friday from 8.30am to 4.00pm (weekend support is provided for specific Clients) and include:

CENTRE BASED DAY CARE

Centre Based Centre Day Care relates to the attendance and participation in structured group activities, which are conducted in or from a centre. Activities are designed to develop, maintain or support independent living and social interaction. Centre Based Day Care also includes group excursions and activities conducted by centre staff but conducted away from the fixed centre.

Narrogin Regional Homecare run the following Centre Based Day Care and Social Support Groups:

WATTLE GROUP: Meets once a month and provides opportunities for clients to enjoy trips around the region and to share memories and moments with others.

BANKSIA GROUP: Meets every Monday. Recreation and social support for people with intellectual disability. The focus is to provide a supported environment where people are encouraged to be involved in challenging fun activities that assist with skill development.

ELDERS CRAFT GROUP: Meets every Tuesday. Art and Craft skill development and social interaction to encourage integration and prevent social isolation.

RIVERGUM GROUP: Meets ever second Wednesday on Off Pension Week. The focus is to provide nutritious, affordable meals to those who might be experiencing difficulties in preparing their own meals, or wish to have an alternative to Meals on Wheels. Rivergum offers great opportunity for social interaction with others.

THE COTTAGE: Wednesdays and Fridays. Provides personal centred care in a warm, welcoming, comfortable environment to enable carers to have a break for the day.

TUART GROUP: Meets each Wednesday on Pension Week. The focus is an opportunity for social interaction with others in a supportive environment.

COUNSELLING/SUPPORT, INFORMATION AND ADVOCACY

Counselling/Support, Information and Advocacy refer to assistance with understanding and managing situation, behaviours and relationships associated with a person's need for and care and/or the caring role. Narrogin Regional Homecare facilitates a Carers Support Group for Carers caring for a loved one with a diagnosis of dementia.

Narrogin Regional Homecare facilitates a Carer Support Group for Carers of loved ones with a diagnosis of Dementia with the Seniors Mental Health Team. The group meets monthly, usually on the last Monday of the month between 10 and 12 at The Cottage of Jessie House.

DOMESTIC ASSISTANCE

Domestic assistance provides assistance with everyday household tasks.

HOME MAINTENANCE

Home Maintenance includes home repairs and maintenance in the client's home and yard to maintain the safety, independence and access for the client.

MEALS ON WHEELS

Assistance with the delivery of meals
Delivered to the home by volunteers five days a week

OTHER FOOD SERVICES

Other Food Services relates to support with the preparation of meals in the home. Activities may include teaching cooking skills, meal planning and the provision of nutritional advice.

PERSONAL CARE

Personal Care involves support with daily self-care activities, such as feeding, showering, toileting, dressing, grooming, mobilising and transfers.

RESPITE CARE

The primary purpose of Respite is to provide a substitute for the carer, allowing them to have a break from their caring role. Through providing an in-home support worker, carers have an opportunity to pursue other activities or interests.

SOCIAL SUPPORT

Social Support covers support to carry out essential activities such as shopping and banking (where support accompanies the client), support to maintain social contact with friends and support to enable community engagement by participation in local community activities.
WALK AND TALK: Meets every Friday morning. An opportunity for exercise, company and fresh air with a group.

TRANSPORT

Transport provides support to travel within the local community for clients to engage in independent activities such as medical appointments, shopping, banking or social engagement.
Transport is available from 8.30 to 4.30 Monday to Friday and by appointment in some circumstances on weekends. Notice is required with regard to booking for Transport.

Weekend and public holiday services are available by prior arrangement for:

- Personal care.

ACCESSING SERVICES

ASSESSMENT

To receive services you will need to be assessed. The Regional Assessment Services will arrange an assessment if you are likely to be eligible for HACC Services or My Aged Care will arrange an assessment if you are likely to be eligible for a Home Care Package. The Narrogin Regional Homecare Client Services Officer will assess for CHSP (Commonwealth Home Support Program Flexible Respite). The Veterans' Homecare Program will arrange an independent Assessment for you.

The assessor will usually visit you in your home to determine the appropriate level of support you need to maintain your independence. Support is provided based on your assessed needs.

MAINTAINING YOUR INDEPENDENCE

We work in partnership with you to meet your changing needs and to maintain your independence. This is part of our approach to the provision of support. Sometimes this may mean providing more support at times that you need it and at other times reducing support to ensure that you do not lose your independence. Any changes are fully discussed with you before they occur.

CONSUMER DIRECTED CARE[1]

Clients who are provided support through a Home Care Package are supported to receive their package on a Consumer Directed Care (CDC) basis. Note: All new packages from July 2015 are delivered via CDC*. The following describes our approach to the provision of CDC packages:*

> *CDC is a way of delivering services that allows consumers to have greater control over their own lives by allowing them to make choices about the types of care and services they*

[1] Department of Health and Ageing August 2013 *Home Care Packages Program Guidelines*

access and the delivery of those services, including who will deliver the services and when. Under a CDC approach, consumers are encouraged to identify goals, which could include independence, wellness and re-ablement. These form the basis of the Home Care Agreement and care plan.

The consumer decides the level of involvement they wish to have in managing their package, which could range from involvement in all aspects of the package, including co-ordination of care and services, to a less active role in decision-making and management of the package. There will also be ongoing monitoring and a formal re-assessment by our service (at least every 12 months) to ensure that the package continues to be appropriate for the consumer.

Through the introduction of an individualised budget, CDC provides greater transparency to the consumer about what funding is available under the package and how those funds are spent.

Consumer Directed Care Principles

The following principles apply in our delivery of CDC packages:

- Consumer choice and control
- Rights
- Respectful and balanced partnerships
- Participation
- Wellness and re-ablement and
- Transparency.

SECURITY OF TENURE FOR HOME CARE PACKAGES

We ensure the security of tenure of Clients receiving Home Care Packages by advising Clients when they commence on a package that, at some time in the future, they may not be able to continue on a home care package.

We will only reallocate a Client's home care package to another person if[2]:

- The consumer cannot be cared for in the community with the resources available to the home care provider
- The consumer tells the home care provider, in writing, that they wish to move to a location where home care is not available through the home care provider

[2] Department of Health and Ageing August 2013 *Home Care Packages Program Guidelines*

- The consumer tells the home care provider, in writing, that they no longer wish to receive the care or
- The consumer's condition changes so that:
  - they no longer need home care or
  - the consumer's needs, as assessed by the ACAT, can be more appropriately met by other types of services or care
- The consumer does not meet his/her responsibilities, as described in the Charter of Rights and Responsibilities for Home Care, for a reason within the consumer's control.

If a Client needs to transfer to another type of care we ensure smooth transition by identifying alternative providers, working with the Client and arranging another ACAT assessment through My Aged Care if required.

If a Client is changing location, their home care package is not automatically transferred; the Client will need to be offered a home care package from another provider. We ensure continuity of service delivery during the transfer and assist where possible to arrange services in the Clients' new location.

LEAVE PROVISIONS FOR HOME CARE PACKAGES

Clients can take leave from their package (as long as they advise us in writing) for a holiday, a hospital stay, transition care or respite care. The following arrangements apply for all home care packages[3]

[3] Department of Health and Ageing August 2013 *Home Care Packages Program Guidelines*

Type of leave	Impact on payment of subsidy to approved provider
Hospital	• Home care subsidy is payable (at the full basic subsidy rate) for up to 28 *consecutive* days in a financial year, for each episode of hospitalisation. • After 28 consecutive days, the subsidy is payable at 25% of the basic subsidy rate.
Transition care	• Home care subsidy is payable (at the full basic subsidy rate) for up to 28 *consecutive* days in a financial year, for each episode of transition care. • After 28 consecutive days, the subsidy is payable at 25% of the basic subsidy rate.
Respite care	• Home care subsidy is payable (at the full basic subsidy rate) for up to 28 *cumulative* days in a financial year. • After 28 cumulative days, the subsidy is payable at 25% of the basic subsidy rate.
Social leave	• Home care subsidy is payable (at the full basic subsidy rate) for up to 28 *cumulative* days in a financial year. • After 28 cumulative days, the subsidy is payable at 25% of the basic subsidy rate.

Clients must continue to pay the ongoing care fee whilst on leave from their package except if they are in transition care or residential respite care.

FEES AND CHARGES

HACC SERVICES AND COMMONWEALTH HOME SUPPORT PROGRAM (CHSP) FLEXIBLE RESPITE

Clients are required to pay a small fee for services and carer support they receive from Narrogin Regional Homecare, if they can afford to.

We ask HACC and CHSP Clients to complete an income assessment in order to determine the fees to be paid. Our Assessment Officer will run through this with you when you commence services or whenever your services are reviewed. You are asked to advise us of any changes in income within 30 days of the change.

A schedule of the fees will be provided to you. You can at any time contact the office for an up to date schedule of fees.

VETERANS' HOME CARE

The Veterans' Home Care Assessor will inform clients and Narrogin Regional Homecare of the Fee determined.

HOME CARE PACKAGES

Home Care Packages have a different fee structure. You will be consulted about the fees which will not exceed 17.5% of your total pension (for single and married Clients) if you are in receipt of the basic pension. If your income is more than the basic rate of the single pension, you will be required to pay an income tested fee which is calculated by Centrelink. There are fee caps that limit the amount you can contribute to care annually. The Client Services Officer will provide you with information from the Government on these fees.

The fee is revised twice per year with consideration to your ability to pay. Your contribution will be agreed prior to commencement of services between yourself and the Assessment Officer once support requirements are assessed. If you are financially disadvantaged, you are still eligible for services and a nominal fee will be agreed. No Client will be denied a service if they are unable to pay. We revise the fees in line with adjustments made by the Government to the Aged Care Pension in March and September and advise Clients of these changes. Fees are described in the Home Care Agreement.

Each Home Care Package Client (on a Consumer Directed Care package) receives an individualised budget that includes[4]:

- Income and expenditure (administrative, core advisory and case management services, and service and support provision and/or purchasing) and
- Contingency monies (for emergencies or unplanned support) of no more than 10% of the total annual budget of the package.

Unspent funds[5]

We provide a regular monthly statement of income and expenditure to each Home Care Package (CDC) Client including the balance of unspent funds. If a Client leaves a package:

- To another level of package with the same provider; unspent funds are moved with the Client and used to deliver support and care under the new package level

[4] Department of Health and Ageing August 2013 *Home Care Packages Program Guidelines* p 36

[5] Department of Health and Ageing August 2013 *Home Care Packages Program Guidelines* p 38

- To another home care provider, unspent funds are retained by our organisation for use by other Clients or infrastructure (unless negotiated with the new home care provider and the Client)
- And returns within 28 days, unspent funds are returned to the Client's budget for use by them in their new package
- As they are deceased, we use the unspent funds for other Clients or infrastructure
- And has provided their own top up money that has not been used, this money is returned to the Client or their estate (if deceased).

All equipment, purchased by us and provided to support the Client remains the property of our organisation, are recorded on an equipment register by the relevant Team Leader and maintained as per the maintenance schedule. Equipment hired or purchased for the Client as part of the package (and paid for by the package) will remain the property of the Client once the package ceases to be provided. The Client is responsible for the maintenance and repair of equipment.
No Client will be refused a service, if eligible, based on inability to pay.

FEE REDUCTION

We recognise that the circumstances of some people may make it difficult to pay the fees for support. If home support Clients are experiencing difficulties you can request a fee reduction by completing a Fee Reduction Form. In assessing your request we consider your income, household circumstances and any other special circumstances or hardships that make it difficult to pay. You will be advised of the result of your request within 15 working days.

If Home Care Package Clients are experiencing financial hardship we can assist you to negotiate the package fees.

Appeal

If you are unhappy about the result of your fee assessment or application for a fee reduction you can appeal. Advise the Client Services Officer or Assessment Officer directly and they will provide you with information on the appeals process. The Manager Narrogin Regional Homecare will make the final decision. You will be advised in writing within 30 days of the date of appeal.

PAYING YOUR FEES

Narrogin Regional Homecare will provide you with an invoice at the end of each month. You can make payment at the Narrogin Regional Homecare Office, or by Post.

SUPPORT PLANNING

MEETING YOUR NEEDS

A support plan specifies the support you will receive, your participation, any special requirements, the days, the times and the fees. The plan will be explained to you and you will be asked to sign it to confirm your agreement.

SUPPORT REVIEWS

The Assessment Officer will visit you at least every 12 months, and more often if necessary, to identify if changes to your support are required to best meet your needs and to maintain your independence. Any changes will be fully discussed with you and will be documented on your support plan.

If you feel your needs have changed please advise a staff member or contact the Assessment Officer.

HOME CARE AGREEMENTS

Home care package Clients have a Home Care Agreement that outlines the conditions of the package of care that is being provided. You are encouraged to sign it; however, if you choose not to, Narrogin Regional Homecare will negotiate the type and frequency of support with you and document in your record that you have not signed the agreement. You will receive your Home Care Agreement, a copy of your support plan and an individualised budget (with monthly statements) if you are on a Consumer Directed Care Home Care Package and a Home Care Agreement and a copy of your support plan if you are on a non-CDC Home Care Package.

DELIVERING SUPPORT

KEEPING APPOINTMENTS

Our Support Workers work to a very tight schedule which makes it difficult to accommodate short notice changes to appointments. Except in the case of emergencies, a week's notice is required of a change. If we are unable to schedule a new appointment you may have to wait for your

next scheduled visit (except where lack of support may impact directly on your wellbeing, such as nursing interventions).

If you are not home when the Support Worker arrives we will require payment for that visit as we still need to pay the Support Worker for the time. We will talk with you about what you want us to do if you do not respond to a scheduled visit e.g. contact your next of kin and document this in your support plan.

If you are unable to keep a time for a scheduled Support visit please call the office. The more notice you give us, the better the chance of re-scheduling your scheduled Support visit.

RESCHEDULING OF SUPPORT VISITS

On rare occasions Narrogin Regional Homecare may need to reschedule or cancel a support visit due to unforeseen staff shortages. If this happens we will telephone you as soon as possible to let you know and will endeavour to arrange a new time for the visit.

WHAT ABOUT SMOKING?

All of our staff and volunteers are asked not to smoke in people's homes.

We also request that you do not smoke when a staff member or volunteer is in your home and that you do not smoke in the day centre or in staff and volunteer's vehicles.

WHAT ABOUT DOGS?

As the behaviour of dogs can be unpredictable we ask you to make sure that any dog other than an assistive dog is restrained whilst the Support Worker is in your home. Our staff are instructed to leave a home if the dog is not restrained.

CHEMICALS IN THE HOME

Our staff may be exposed to chemicals every day due to their work so we insist that they do not work with hazardous chemicals in your home. Support Workers are not permitted to use bleach-containing products or any corrosive chemicals such as oven cleaners. Simple detergents and non-hazardous chemicals can be used by Support Workers. You will be provided with a list of Chemicals that are able to be used by the Support Workers. Support Workers carry MSDS's (Material Safety Data Sheets) for all the Chemicals that they are able to use to ensure safety in case of an incident.

All cleaning products have instructions for use on them and advise if the product is hazardous and what protective equipment should be used.

Purchase non-hazardous chemicals for the Support Workers to use from the list provided. You are also required to purchase equipment such as a Vacuum Cleaner, a mop, a dry mop, and a bucket if you are having your floors vacuumed and cleaned. You are required to provide clean cloths, ideally colour coded for the cleaning and a scrubbing brush for cleaning showers and bathrooms. Support Workers will use the appropriate personal protective equipment, such as gloves when using chemicals.

Narrogin Regional Homecare operates a Banding system for Domestic Assistance Support. Banding indicates that you will be given a time in the morning or in the afternoon for a scheduled visit, but if we receive cancellations on a given day we reserve the right to move the time within the morning or the afternoon without notification.

CANCELLING SUPPORT

CAN NARROGIN REGIONAL HOMECARE CANCEL MY SUPPORT?

Whilst every effort is made to provide Clients with their required level of support, cancellation can occur for the following reasons:

- If you move away from our service area
- You move into a hostel or nursing home
- Another agency provides you with the support
- Your needs increase and we are unable to provide the necessary support
- You no longer require support
- Your behaviour is not appropriate towards staff or other service users
- You are away for an extended period of time (excluding hospital stays).

If support is cancelled, the reasons for cancellation will be explained and assistance provided to access other services if appropriate.

CAN I CANCEL MY SUPPORT?

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

HOSPITAL STAYS

Please arrange for someone to advise us if you have to go to hospital. Your services can be resumed when you return home.

HOLIDAYS

You can put your support on hold for up to 6 weeks if you go on holidays. If longer than 6 weeks we will need to re-assess you before continuing your support.

RIGHTS AND RESPONSIBILITIES

As a Client you have both rights and responsibilities.

RIGHTS

Your rights are:

General

- To be treated and accepted as an individual, and to have your individual preferences respected
- To be treated with dignity, with your privacy respected
- To receive support that is respectful of you, your family and home
- To receive support without being obliged to feel grateful to those providing your support
- To full and effective use of all your human, legal and consumer rights, including the right to freedom of speech regarding your support
- To be treated without exploitation, abuse, discrimination, harassment or neglect.

Participation

- To be involved in identifying the support most appropriate for your needs
- To choose the support that best meet your assessed needs, from the support services able to be provided and within the limits of the resources available
- To participate in making decisions that affect you
- To have your representative participate in decisions relating to your support if you do not have capacity.

Support

- To receive reliable, coordinated, safe, quality support which is appropriate to your assessed needs
- To be given before, or within 14 days after you commence receiving support, a written plan of the support that you expect to receive
- To receive support as described in the plan that takes account of your lifestyle, other support arrangements and cultural, linguistic and

religious preferences

- To ongoing review of the support you receive (both periodic and in response to changes in your personal circumstances), and modification of the support as required.

Personal Information

- To privacy and confidentiality of your personal information in accordance with the Australian Privacy Principles (as far as legally permissible), and the use to be made of the information
- To access your personal information.

Communication

- To be helped to understand any information you are given
- To be given a copy of the Charter of Rights and Responsibilities for Community Care
- To be offered a written agreement that includes all agreed matters
- To choose a person to speak on your behalf for any purpose

Fees

- To have your fees determined in a way that is transparent, accessible and fair
- To receive invoices that are clear and in a format that is understandable
- To have your fees reviewed periodically and on request when there are changes to your financial circumstances
- Not to be denied support because of your inability to pay a fee for reasons beyond your control.

RESPONSIBILITIES

Your responsibilities are:

General

- To respect the human, legal and industrial rights of Support Workers including the right to work in a safe environment
- To treat Support Workers without exploitation, abuse, discrimination or harassment.

Support

- To abide by the terms of the written agreement
- To acknowledge that your needs may change and to negotiate

modifications of support when your needs do change

- To accept responsibility for your own actions and choices even though some actions and choices may involve an element of risk.

Communication

- To give enough information to assist the Narrogin Regional Homecare to develop, deliver and review your support plan
- To tell Narrogin Regional Homecare about any problems with the support.

Access

- To allow safe and reasonable access for Support Workers at the times specified in your support plan or otherwise by agreement
- To provide reasonable notice if you do not require support.

Fees

- To pay any fee as specified in the support plan or negotiate an alternative arrangement with Narrogin Regional Homecare if any changes occur in your financial circumstances
- To provide enough information for Narrogin Regional Homecare to determine an appropriate level of fee.

PRIVACY AND CONFIDENTIALITY

Narrogin Regional Homecare is committed to protecting your privacy and confidentiality. We comply with the *Privacy Act 1988, Privacy Amendment (Enhancing Privacy Protection) Act 2012* and the Australian Privacy Principles.

To ensure your privacy:

- Client files and other information are securely stored
- We only collect information about Clients that is relevant to the provision of support and we explain to Clients why we collect the information and what we use it for
- We seek consent from Clients to, in an emergency, disclose personal information to other health service providers as appropriate to provide emergency care or services
- We seek consent from Clients to provide access to Client records to government officials (or their delegates) in the conduct of quality reviews or the investigation of complaints. We advise Clients that these individuals are required to keep all information accessed through

this process confidential

- Information provided to government bodies regarding service provision (such as MDS data) does not identify the Client. If any information is provided to outside government agencies for data purposes, we ensure that the information is de-identified and we make a note in the Client's record what information was shared and to whom
- Consent to share personal information can be withdrawn at any time by the Client
- Clients can ask to see the information that we keep about them and are supported to access this information if requested within 30 days of the request. Information is provided in a format accessible by the Client. The Client can nominate a representative to access the Client's records held by Narrogin Regional Homecare
- All information relating to Clients is confidential and is not disclosed to any other person or organisation without the Client's permission
- We only share information when it is necessary to ensure appropriate support is delivered and only with the Client's permission/consent beforehand
- The provision of information to people outside the service is authorised by the Team Leader
- We do not discuss Clients or their support with people not directly involved in supporting them
- Our organisation takes steps to correct information where appropriate and regularly review Client information to ensure it is accurate and up to date
- Reviews are always conducted in private with the Client and the Assessment Officer unless the Client consents to their carer, advocate or other person being present
- During Client reviews the Assessment Officer asks the Client about any particular privacy requirements they have such as their preference for a male or female support worker. These are noted on their assessment form and on the support plan
- Any discussions between staff about Clients are held in a closed office
- Clients are supported by us should they have a complaint or dispute regarding our privacy policy or the management of their personal information
- Any references to individual Clients in meeting minutes refer to the Client by initials only or another unique identifier, such as their Client number.
- We confidentially destroy any personal information held about our Clients when it is no longer necessary to provide support.

COMPLAINTS AND FEEDBACK

Narrogin Regional Homecare encourages Clients to provide feedback on the support we provide. This assists us to better meet your needs and to plan for the future.

If you are unhappy with any of the services you receive, please let us know. If you do not feel comfortable with the Support Worker who visits you, please let the Team Leader know and a change of staff can be arranged if necessary.

All complaints and feedback are treated in confidence and will not affect the quality of support you receive or any other dealings you have with Narrogin Regional Homecare.

Support Workers carry Continuous Improvement/Tell Us What You Think Forms with them at all times. You may request a form at any time from a Support Worker or from the Office.

COMPLAINTS PROCEDURE

1. You are encouraged to raise your complaint with the staff member concerned if you feel comfortable to do so.

2. If you are not happy to discuss the issue with the staff member or are not satisfied with the outcome you can contact the Manager. If your complaint concerns the Manager you can contact the Executive Manager/Director, Shire of Narrogin, directly. Remember that you can use an advocate to assist you. The Phone number for the Manager, Narrogin Regional Homecare: 98 900 700.

3. The Manager will liaise with the Client Services Officer and the staff to work to resolve the complaint.

4. If the issue is not satisfactorily resolved you can submit your complaint in writing to:

   Manager Community Care Services
   Narrogin Regional Homecare
   Shire of Narrogin
   Post Office Box 1145
   NARROGIN WA 6312

   We are happy to assist you with this if you phone the office.

5. If you are unhappy with the Manager's decision you may wish to contact someone outside the area of Narrogin such as one of the advocacy and external complaints contacts listed over the page.

6. Once your complaint has been finalised someone from Narrogin Regional Homecare will be in touch to make sure you still feel comfortable to access support and to ask for your feedback on the complaint process.

ADVOCACY

You have a right to use an advocate of your choice to negotiate on your behalf with Narrogin Regional Homecare. This may be a family member, friend or advocacy service. A list of advocacy services is provided below. We can help you contact a service if you like.

WHAT IS AN ADVOCATE?

An advocate is a person who, with your authority represents your interests. Advocates may be used during assessments, reviews, and complaints or for any other communication between you and Narrogin Regional Homecare.

APPOINTING AN ADVOCATE

If you wish to appoint an advocate let us know in writing, the name of the person you wish to be your advocate. You can use the form - Authority to Act as an Advocate. You can change your advocate at any time using the Authority to Act as an Advocate form.

GUIDELINES FOR ADVOCATES

Guidelines for advocates are included with the Authority to Act as an Advocate form for you to pass on to your advocate.

ADVOCACY AND EXTERNAL COMPLAINTS CONTACTS

Advocacy and external complaints contacts available to Clients include:

Aged Care Complaints Scheme Department of Health and Ageing (Home Care Packages and CHSP services) GPO Box 9848 Perth 8.30 am-5.00 pm weekdays, 10.00 am-5.00 pm AEST weekends and public holidays. After hours calls will be returned as quickly as possible.	Phone: 1800 550 552

Department of Social Services
web site (www.dss.gov.au)

National Aged Care Advocacy Line	Phone: 1800 700 600

AdvoCare Unit 1, Byblos House 190 Abernethy Road Belmont WA 6104	Free call™: Phone: Fax: Email: Website:	1800 655 566 (08) 9479 7566 (08) 9479 7599 rights@advocare.org.au www.advocare.org.au
Carers WA 182 Lord Street PERTH WA 6000	Phone: Fax: 24 Hour Free call: Website:	(08) 9444 5922 (08) 9444 8966 1800 242 636 1300 CARERS (227377) www.carerswa.asn.au/
Disability Services Commission 146-160 Colin Street West Perth WA 6005	***General enquiries:*** Phone: Main fax: TTY: ***Country callers:*** Free call: Email:	 (08) 9426 9200 (08) 9226 2306 (08) 9426 9315 1800 998 214 dsc@dsc.wa.gov.au
Health Consumers' Council WA (Inc) GPO Box C134 PERTH WA 6839 Unit 13/14 Wellington Fair 40 Lord Street PERTH WA 6000	Free call: Phone: Fax: Email:	1800 620 780 (08) 9221 3422 (08) 9221 5435 info@hconc.org.au
The Office of Health Review Level 12, St Martin's Tower 44 St Georges Terrace PERTH WA 6000 GPO Box B61 PERTH WA 6838	Phone: Fax: Country Free call: TTY:	(08) 9323 0600 (08) 9221 3675 1800 813 583 (08) 9323 0616
Director - Aged Care Policy Directorate (HACC) Department of Health PO Box 8172 Perth WA 6849	Written complaints only.	
Aged Care Complaints Scheme Department of Health and	Phone: 1800 550 552	

Ageing(Home Care Packages
and Commonwealth funded
HACC services)
GPO Box 9848
In your Capital City
*8.30 am-5.00 pm weekdays,
10.00 am-5.00 pm AEST weekends
and public holidays. After hours
calls will be returned as quickly as
possible.*

Ombudsman Western Australia*	Phone:	(08) 9220 7555
	Fax:	(08) 9325 1107
	Email:	mail@ombudsman.wa.gov.au

* The Ombudsman WA only has jurisdiction to consider matters relating to HACC services provided under the management/ sponsorship of a local authority or another State government body.