

Carnarvon Medical Service Aboriginal Corporation

CMSAC HACC – Advocacy

CMSAC with the provision of Home and Community Care respects your rights (and Carer's) choice of advocate and, if required, assists the clients (and Carer's) to access an advocate. For independent advocacy support contact:

Advocare

(08) 9479 7566 or 1800 655 566* (country callers) (*free from a land line only)

www.advocare.org.au

What if I am not eligible for HACC Support?

If you are not eligible for HACC support the Regional Assessment Service, with your consent, can refer you to alternative community options.

If the Regional Assessment Service assessor determines that you are not eligible you can request that your assessment be reviewed by the Manager of the Regional Assessment Service or the Aged and Continuing Care Directorate at the Department of Health.

The Commonwealth Government My Aged Care call centre and website can also provide you with information about aged care services.

Where do I find more information?

For further information about community care in WA, including CMSAC HACC, contact:

CMSAC HACC

Call: 0407 214 418 or **Phone:** (08) 9941 2499 and ask to be transferred to the HACC program

WA Regional Assessment Services

Call: 1300 785 415

For aged care information contact:

My Aged Care

Call: 1800 200 422* (*free from a land line only) www.myagedcare.gov.au

Healthy WA

www.healthywa.wa.gov.au
(search HACC)

If you are receiving CMSAC HACC services and you wish to access more information about your rights and responsibilities, WA HACC fees Policy and complaints processes please refer to your rights and responsibilities brochure available from CMSAC HACC or the Regional Assessment Service.

Carnarvon Medical Service Aboriginal Corporation

PO BOX 278

14-16 Rushton Street
CARNARVON WA 6701

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Home and Community Care Program





Who Are We?

The Carnarvon Medical Service Aboriginal Corporation (CMSAC) is an Aboriginal Community Controlled Health Service that works in partnership with Home and Community Care (HACC) to provide a quality and culturally appropriate range of services for people of all cultural backgrounds who are frail, aged, or people with disabilities who need additional support to enable them to live comfortably in their own homes.

HACC services cover the Carnarvon region. The service is managed by a Coordinator working with a team of support workers trained to deliver HACC support services. These services will be delivered to you in your own home, provide transport for you to attend activities of your choice at the HACC Day Centre held throughout the week, as well as appointments, and shopping.

Who Do I Contact?

You, your Carer, a relative or friend can contact HACC directly to organise for a referral to be sent to the Regional Assessment Service (RAS). A RAS assessor will visit you in your home to explore and agree on support needed for you to maintain your independence and remain in your own home.

If you require an urgent assessment, a referral can be sent to RAS and a RAS assessor will contact you by phone to conduct the assessment. An assessor will follow up the phone assessment with a home visit at a later date. These assessments are conducted on a yearly date.

What is the Home and Community Care (HACC) Program?

People who are older and frail or people who have a disability may need support to continue living at home for as long as possible.

HACC program is designed to:

- Assist clients to participate in social activities
- To maximise your independence
- To have control of your life by making your own decisions
- To assist with nutrition, independence and safety
- To assist with everyday household tasks
- To maintain essential activities such as shopping, banking and attending appointments
- Gardening and minor maintenance

Home and Community Care is delivered to clients based on the "wellness" approach. This means getting the balance right between 'doing with' not 'doing for'.

This is done by identifying what activities the client is managing and what activities they are having difficulty with.

By recognising that 'independence' is not limited to physical ability alone, but includes social, cultural, spiritual and mental health.

Following surgery or an illness extra services may be required. In consultation with all care providers, HACC staff will gradually encourage the client to regain as much of their independence as possible.

Who is Eligible for support from HACC?

You may be eligible for HACC support if you:

- Are older, frail or having difficulty with everyday tasks
- Have a disability
- Are a Carer
- Are unable to attend Doctors' appointments without assistance
- If you require assistance with shopping
- Unable to attend to the maintenance of your garden.

HACC also provides support and advocates for Carer's to assist them in their caring role.

Will I be Charged Fees?

You will be asked to pay fees as a contribution towards the cost of the support you receive. HACC will discuss the fees to be charged when your support plan has been finalised. If you feel you cannot afford to pay full fees please discuss this with the HACC Coordinator.

You will not be refused HACC support if you are unable to pay the full fees.