## Contents

About us .................................................................................................................. 3
Mission ..................................................................................................................... 3
Our Aims .................................................................................................................. 3
What is HACC? ........................................................................................................ 3
What Services are Available? .................................................................................. 3
Interpreting Service ................................................................................................. 4
Access & Equity ...................................................................................................... 5
Assessment Process ................................................................................................. 5
Client Information and Confidentiality ..................................................................... 5
Data Collection ....................................................................................................... 5
What are my rights? ................................................................................................. 6
What are my responsibilities? ................................................................................. 6
What if I am not happy with the service? .............................................................. 6
Can someone else speak advocate on my behalf? ................................................... 7
How much will the service cost? ............................................................................. 8
What if I am placed on a waiting list? ................................................................. 8
Under what circumstances might my service cease? ............................................ 8
Occupational Health and Safety ............................................................................. 8
Smoking .................................................................................................................. 8
Membership ............................................................................................................ 8
Gifts and Donations ............................................................................................... 9
Appendix 1 ............................................................................................................. 10
About us
Hunters Hill Ryde Community Services Inc. provides a range of services to residents of the City of Ryde and Hunters Hill Local Government areas who are frail and elderly, who have a disability, and their carers to enable them to continue to live independently and safely in their own homes.

Mission
To support and assist those who are elderly, frail, with a disability, socially isolated or experiencing financial disadvantage in our local community.

Our Aims
- Assisting those in need to maintain and improve their quality of life;
- Encouraging self esteem, self respect and independence;
- Fostering community interest and involvement in the objectives and activities of the organisation;
- Responding to the changing needs of the community;
- Providing services and information to the community and referring community members to other appropriate service providers;
- Cooperating with other relevant organisations in the provision of community support services.

What is HACC?
HACC stands for Home and Community Care. The Home and Community Care Program aims to help the frail aged and people with a disability and the carers of these people to live independently in the community, for as long as it is practical, rather than being admitted to a Nursing Home or Hostel. A range of community and government organisations offer HACC services. HACC services are funded jointly by the Commonwealth and State Governments.

What services are available?

Information/Referral and Support
Providing information, referral and support to people living in the local community. Includes the frail aged, people with a disability and their carers.

Day Centre for seniors
The Day Centre Program provides centre based day care for older people living at home in the Ryde and Hunters Hill areas.
The Centre is open five days per week with two specialised days:
- Monday – Chinese group (Cantonese speaking)
- Wednesday – for those suffering from dementia and Alzheimer’s Disease.

A range of activities is included for the older people attending:
- Friendship
- Social Activities – Music, games, art and crafts
- Picnics and Barbeques
- Bus Outings
- Transport to and from home
- Morning and afternoon tea and lunch.
Food Services (MOW’s)
Nutritious affordable meals delivered to your home by volunteers Monday to Friday between 11am and 1pm on a short or long term basis. You can choose to receive a meal that is either:
- Chilled to be refrigerated, reheated and eaten by the use by date.
- Frozen to be stored in the freezer.

Carer Support
Provides support to Carers of the frail aged and young people with a disability. An important focus for many Carers is the day and evening social and support groups with guest speakers and social outings.

Volunteer Visiting Program
Aims to link a friendly visitor who will be in regular contact with an isolated, house bound elderly person or one with a disability. The visit will provide opportunities for the sharing of interests and support.

Community Visitors Scheme
To assist older people living in aged care homes who are socially isolated or lonely to establish links with their local community. A Community Visitor is a volunteer who is matched with a resident of an aged care home and visits them regularly. This program is funded by the Commonwealth Government.

Social Support
Provides support to frail aged residents and people with a disability over the age of 65 living in Department of Housing accommodation in the Gladesville area.

Social Support for people from a Cultural and Linguistically Diverse (CALD) Background
To reduce social isolation in CALD communities by offering support, information and facilitating access to social activities.

Social Support for people with an Acquired Brain Injury (B.I.R.D.S.)
Provides opportunities to socialise and group interaction for people with an acquired brain injury. The Recreation Club operates on a Saturday and a variety of activities is offered including ten pin bowling, BBQ’s and sailing. The Dinner Club is an evening program starting at 6pm with the group members deciding which dinner venue they will choose.

In-home Respite Program
The service provides flexible and responsive respite for carers, both in-home and from home, aimed at providing the carer with a break from their caring role. It gives people who care for frail older people and adults with a disability a rest, or the opportunity to attend to any other family responsibilities.

Transport Services
Older residents who live in the local areas of Hunters Hill, Gladesville and Ryde have the opportunity to participate in one of our many social bus outings. Our friendly driver will pick you up in the morning, the group will then travel to one of a variety of destinations that may include a harbour cruise or a visit to a local attraction or one of Sydney’s many clubs.
Emergency Relief
Provides assistance to people in need of short term emergency, financial and or material assistance; and/or referral to other services.

Older Women’s Wellness Activity
Is a weekly class of Tai Chi and meditation for older women to help them to stay healthy.

Interpreting Service
If you cannot speak English you can phone the Translating and Interpreting Service (TIS) for assistance. You will pay the cost of a local call or mobile phone charge. To contact TIS you will need to phone 131 450 and tell the operator, in English, the language you speak. The operator will connect you to an interpreter who speaks your language.

Access and Equity
As a service provider Hunters Hill Ryde Community Services will make services available to everyone who is entitled to them, free of any form of discrimination on the basis of a person’s country of birth, language, culture, gender, marital status, age, political affiliation, particular disability, sexual preference, race or religion. Access to the service is decided only on the basis of relative need. The assessment process of the client’s needs is according to HACC criteria.

We will develop and deliver services on the basis of fair treatment of all those clients who are eligible to receive them and ensure that all people will have support to access those services.

Assessment Process
Following referral or initial contact with HHRCS contact will be made with the person requesting the service to arrange an assessment interview. If a vacancy is unavailable the person is informed that they will be contacted when a vacancy becomes available. Program Coordinators will try to offer you a specific service or, if needed, a range of services to meet your needs. Service delivery will commence at a mutually suitable date.

There will be a regular review of your service to see if your needs have changed. If you feel your needs have changed please advise the Program Coordinator.

Client Information and Confidentiality
Ensuring privacy and the confidentiality of your personal information is important to us as it is fundamental to the way we operate. All information is kept in the strictest confidence. Your information will only be shared with other service providers with your informed consent. You have the right to read any personal information about you held by HHRCS. Just ask the Program Coordinator and with notice in advance your file will be made available. If any information on your file is incorrect please advise the Program Coordinator and corrections will be made.

Data Collection
As part of our funding agreement with government departments we are required to collect data about how the service is used. With your permission information about how you use the services will be passed onto the government in data collections. These
data collections are used to improve service provision. Identifying information, such as your name and address, will not be passed on to governments. You will usually be asked to give consent in writing. In some circumstances verbal consent can be given, either in person or over the telephone. You have the right to withdraw your consent to the release of information at any time.

What are my rights?

Clients of HHRCS have the following rights and responsibilities as laid down in the Home and Community Care Statement Guideline on Client Rights and Responsibilities.

- You have a right to be treated with respect, consideration and courtesy;
- You have a right to express your concerns about a service without fear of losing the service or suffering any other discrimination;
- You have a right to have your concerns dealt with fairly and promptly;
- You have a right to be represented by an advocate of your choice;
- You have a right to be informed about what services are available;
- You have a right to receive services without discrimination;
- You have the right to interpreter services to assist you to communicate with HACC services;
- You have a right to choose what service(s) you will receive. You may have to wait if the service cannot be provided to you immediately;
- You have a right to refuse service(s) offered to you for any reason. This refusal will not prejudice future access to services.
- You have a right to privacy and confidentiality. You can expect that no information about you will be provided to anyone else outside of HHRCS without your permission;
- You have a right to appeal the decision of non-service provision.

What are my responsibilities?

- You should act in a way which respects the rights of other clients, staff and volunteers of HHRCS;
- You need to take responsibility for the results of 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;
- To pay all agreed fees promptly;
- 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.

What if I am not happy with the service?

If you are not happy or have any concerns with the service we would like to know. We cannot improve our service if you do not let us know the problems. Your service will not be stopped if you complain. Your complaint will be dealt with:

- Promptly
- Confidentially
- Without any repercussions to you or the services you get from HHRCS
You have the right to make anonymous complaints, however we may be limited in resolving your concern if we do not know your full details.

We can organise an interpreter for you should you need one. You can also contact the National Telephone Interpreting Line on 131 450.

Complaints can be taken to any of the following persons: The staff member directly concerned or to Our Team Leaders and Managers, who will often be able to resolve your concerns in the first place.

You can contact them via:
Phone: (02) 9817 0101
Email: office1@hhrcs.org.au
Writing: HHRCS Inc.
42- 46 Gladesville Rd,
Hunters Hill NSW 2110

If you are still concerned after contacting a Team Leader or Manager, you can contact the Executive Officer:

HHRCS Inc.
42- 46 Gladesville
HUNTERS HILL NSW 2110
Phone: 9817 0101
Fax: 9816 5462
Email: manager@hhrcs.org.au

There is also a free and confidential service to assist you with any complaints:

For services delivered to people aged 65 and over, and for Aboriginal and Torres Strait Islander people aged 50 and over:

AGED CARE COMPLAINTS SCHEME
Australian Department of Health and Ageing
GPO Box 9848, Sydney
Phone: 1800 550 552

TTY users: phone 1800 555 677 then ask for 1800 550 552
Website: http://agedcarecomplaints.govspace.gov.au/concern

For services delivered to people with disabilities and service users younger than 65 years old.

NSW Ombudsman
Level 24, 580 George Street
Sydney NSW 2000
Toll free: 1800 451 525
Direct: (02) 9286 1000
Email: nswombo@ombo.nsw.gov.au

Can someone else advocate on my behalf?

An advocate is a person who, with your authority, represents you or supports you, negotiates and acts on your behalf in addressing any issue that may arise.

Advocates may be used during assessments, reviews and complaints or for any other communication with HHRCS staff.

You can use an advocate of your choice to negotiate on your behalf or with you. This may be a family member, a friend or an advocacy service. Once notified in writing of your choice of advocate Hunters Hill Ryde Community Services (HHRCS) will accept this advocate as representing your interests. You have the right to change your choice of advocate at any time and should inform HHRCS in writing of any change.

For a list of advocacy services see APENDIX 1.
How much will the service cost?

At the time of your assessment or when you arrange a service you will be given information about the fees/contribution which will apply. If you are experiencing financial hardship or feel you cannot afford the service, you should advise the service coordinator.

What if I am placed on a waiting list?

You will be advised that you have been placed on a waiting list and given an idea of the approximate waiting time. If you wish a referral can be made to another service if appropriate. You can also contact the Service and ask for a reassessment at any time if your circumstances change.

Under what circumstances might my service cease?

There are a number of circumstances that may cause services to be withdrawn. If your services are to cease you will be given an explanation and the coordinator will try to help you to find alternative support if it is necessary. You will be given information explaining the circumstances that may result in you being eligible for the service in the future. You will also be given the opportunity to give feedback on the quality of the services you have received. Because of legal requirements our service may need to hold client files for seven years.

Occupational Health and Safety

Staff and volunteers are not expected to accept abusive or violent behaviour from clients. If a situation becomes extremely difficult, it will be referred to the staff member’s, or volunteers, immediate supervisor or to the Executive Officer for attention.

Smoking

All HHRCS staff and volunteer visitors are asked not to smoke in peoples’ homes. We also request that you refrain from smoking while a staff member or volunteer visitor is in your home as this may affect their health. Smoking is permitted outside the HHRCS buildings only.

Membership

We invite you to become a member of Hunters Hill Ryde Community Services and support our organisation in its efforts to help many of the people in our community.

It only costs $10.00 and the membership year runs from 1 July – 30 June.

HHRCS membership entitlements include:

- Being able to contribute and support our community
- Being able to vote at the AGM
- Being eligible for nomination to the Board
- Receiving the Annual Report and quarterly newsletter.

HHRCS membership provides you with a personal opportunity of knowing what current and planned activities are happening in your community.
Gifts and Donations

Staff are generally not permitted to accept any gifts or gratuities from clients or from their carers. Small personal gifts such as chocolates or flowers on birthdays, at Christmas or on similar occasions may be accepted. However these are neither requested nor necessary.

How you can help your community:

1. Donate grocery items and food, which can be dropped into our office at 46 Gladesville Road, Hunters Hill.

2. Make a one-off donation.
   Mail a cheque marked ‘Not negotiable’ to Hunters Hill Ryde Community Services Inc. at 46 Gladesville Road, Hunters Hill 2110 or a direct deposit to account Hunters Hill Ryde Community Services Inc.
   BSB: 062182
   Number: 1009 2603

Please consider including Hunters Hill Ryde Community Service in your Will. Your bequest will enable us to effectively continue our work in our community.
**APENDIX 1**

**Hunters Hill Ryde Community Services**

**Advocacy and Complaints Investigation Contacts**

Services that may advocate on behalf of clients (depending on the issue) or provide advocacy support to clients include:

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
</tr>
</thead>
</table>
| **TARS - The Aged-Care Rights Service Inc.** | **Level 4, 418A Elizabeth Street**  
*Surry Hills NSW 2010*                  | Ph: (02) 9281 3600                                                                |
|                                              | Fax: (02) 9281 3672                                                               |
|                                              | Freecall™: 1800 424 079 (country callers)                                       |
|                                              | Email: legal advice is not provided via e-mail                                   |
| **National Aged Care Advocacy Line**         | Freecall™: 1800 700 600                                                         |
| **Carers NSW**                              | Ph: (02) 9280 4744                                                               |
|                                              | Freecall™: 1800 242 636 (9.00am – 5.00pm)                                       |
|                                              | Email: [contact@carersnsw.asn.au](mailto:contact@carersnsw.asn.au)               |
|                                              | Web page: [www.carersnsw.asn.au](http://www.carersnsw.asn.au)                    |
| **Department of Family and Community Services** | **Ageing Disability and Home Care**  
*Level 5, 83 Clarence Street*  
*Sydney NSW 2000*                  | Ph: (02) 8270 2000                                                                |
<p>|                                              | TTY: phone (02) 8270 2167                                                        |
|                                              | Freecall™: 1800 666 611                                                          |
|                                              | Email: <a href="mailto:service@facs.nsw.gov.au">service@facs.nsw.gov.au</a>                |
| <strong>Aged Care Complaints Scheme</strong>              | Ph: 1800 550 552                                                                 |
|                                              | TTY: phone <strong>1800 555 677</strong> then ask for 1800 550 552                            |
|                                              | Internet relay users: connect to the <a href="http://www.adhc.nsw.gov.au">National Relay Service</a> and enter 1800 550 552 |
|                                              | Freecall™: 1800 550 552                                                          |</p>
<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
</tr>
</thead>
</table>
| **Aged Care Complaints Scheme**           | Ph: 1800 550 552  
TTY: phone 1800 555 677 then ask for 1800 550 552  
Internet relay users: connect to the National Relay Service and enter 1800 550 552  
Freecall™: 1800 550 552  
| **NSW Ombudsman’s Office**                | Ph: (02) 9282 1000  
Fax: (02) 9283 2911  
TTY: phone 133 677 then ask for 02 9286 1000  
Freecall™: 1800 451 524 (outside Sydney Metro)  
Email: nswombo@ombo.nsw.gov.au  
Web page: http://www.ombo.nsw.gov.au |
| **Aged Care Commissioner**                | Ph: 1800 500 294  
Fax: (03) 9663 7369  
TTY: phone 133 677 then ask for 02 9286 1000  
Freecall™: 1800 500 294  
Email: info@agedcarecommissioner.net.au  
Web page: www.agedcarecommissioner.net.au |
| **NSW Privacy Commissioner**              | Ph: (02) 8019 1600  
Fax: (02) 8114 3755  
Freecall™: 1800 451 524 (outside Sydney Metro)  
Email: privacyinfo@privacy.nsw.gov.au  
Web page: www.privacy.nsw.gov.au |
| **National Disability Abuse and Neglect Hotline** | Ph: 1800 880 052  
Fax: (03) 8412 7199  
TTY: 1800 301 130  
Freecall™: 1800 500 294  
Email: hotline@workfocus.com  
Web page: http://www.disabilityhotline.net.au |