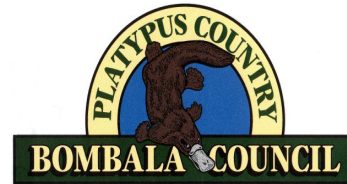


BOMBALA COUNCIL COMMUNITY SERVICES

A Home and Community Care Service



Personal Care

Assistance with personal care matters such as showering, personal grooming etc. This can only be provided on a short-term basis (3 months maximum) due to the level of funding received, however, referral to other services for longer-term arrangements can be made.

How does the service operate?

This service is brokered through Homecare or other home help agencies that are operating in the Bombala local government area. The Program is managed by Bombala Council Community Services.

Who can we assist?

The Program assists people in the target group who need basic maintenance and support services to continue living in the community with dignity.

- (a) Older and frail persons, with moderate, severe or profound disabilities;
- (b) Younger persons with moderate, severe or profound disabilities; and
- (c) The carers of persons specified in (a) and (b) above.
- (d) Special Needs Groups - within the overall Home and Community Care (HACC) target population there are several groups that find it more difficult than most to access services. These are people with cultural or other special needs such as
 - People from culturally and linguistically diverse backgrounds;
 - Aborigines and Torres Strait Islanders;
 - People with dementia;
 - Financially disadvantaged people; and
 - People living in remote or isolated areas.

What is the cost?

Cost is dependent on people's capacity to pay, however, a client contribution is requested – this contribution allows the service to assist in providing services to the Home and Community Care (HACC) client group and ensures that we can continue to provide these activities. Fees for service are listed in Bombala Council Community Services Consumer Handbook.

What are your Rights?

- To be treated with courtesy and respect by Bombala Council Community Services (BCCS).
- To be informed about what services are available from this Agency and other Agencies.
- To choose what service(s) you will receive depending on eligibility and availability.
- To be assessed and to receive services without any personal judgement.
- To refuse service.
- To privacy and confidentiality. You can expect that no information about you will be provided to anyone else outside of BCCS without your consent (except where you or someone else is at risk if information is not shared). Clients have access to all personal information held by the service according to all the relevant legislation and upon request.
- To complain or express your concerns about a service without fear of losing the service or suffering any recriminations.

Bombala Council Area retaining visual beauty whilst embracing a quiet relaxed lifestyle and a progressive diversified community

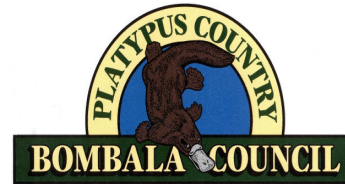


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A Home and Community Care Service



- To have any complaints dealt with fairly and promptly.
- To be represented by the advocate of your choice.
- To appeal any decision that has been made.
- To have service provided in a safe manner, which respects your dignity and independence and that is responsive to your social, cultural and physical needs and the needs of your carer.
- To decide on an individually suitable and appropriate care plan in consultation with the Manager and to be given a written care plan of your services.
- To receive quality services.
- To be advised regarding the fees for the service, how they are determined, commitment to provision of services regardless of capacity to pay and be offered the opportunity to negotiate based on inability to pay. And to be provided, as appropriate, with information on the service's policies and procedures.
- To be treated and accepted as an individual and to have your individual preferences and lifestyle choices taken into account.
- To remain and be encouraged to remain as independent as possible.
- To accept responsibility for your own actions, even though this may involve an element of risk.
- To maintain control over, and to continue to make decisions about the aspects of daily care.
- To continue to have access to community care and activities available generally in the community that take into account lifestyle choices and culture, linguistic spiritual and religious choices.
- To freedom of speech.
- To attend any Advisory Committee meetings (Bombala Home and Community Care Advisory Committee) and to be encouraged to constructively comment on service operations.

What are your Responsibilities?

- To act in a way which respects the staff and/or volunteers of the service and to provide staff and/or volunteers with relevant information necessary to arrange service/s which best meet individual needs and which can be provided with safety.
- To take responsibility for the decisions you make.
- To let the Manager know if you or the person you care for will not be at home when a visit or service is arranged, if unable to keep an appointment at the office, if transport arrangements change, etc.
- To inform BCCS of any changes in your information or situation if appropriate to service being received e.g. change of address, do not require service any longer, going to hospital or other care arrangements including changes in circumstance relative to need, health or mobility.
- To give feedback and inform BCCS of any concerns.
- To play a part in assisting BCCS to provide you with the appropriate provision of services.
- To provide a safe environment for staff and/or volunteers e.g. free from harassment, free from smoke and free from unrestrained animals.
- To care for your own health and wellbeing as far as you are able.
- To honour verbal or written service provision agreements, e.g. payment of fees.
- To voice concerns or make complaints about service delivery as soon as problems arise so they can be resolved quickly and without disruption to service.
- Recognise that it not acceptable for staff or volunteers working for BCCS to accept gifts or items of monetary value from clients.

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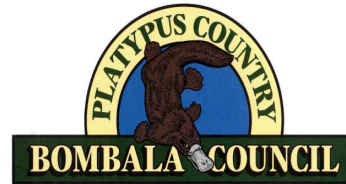


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Who is the Program Auspiced by?

The Program is auspiced by the Bombala Council who receive funding from the National Home and Community Care Program, which is jointly funded by the Commonwealth & State Government.

How do I contact Bombala Council Community Services?

Bombala Council Community Services is located at the Community Centre.

Physical Address

Community Centre
163 Maybe Street
BOMBALA NSW 2632

Mail

Post Office Box 105
BOMBALA NSW 2632

Business Hours

Physical Office Hours: 12.45pm – 4.30pm Monday to Thursday.
Phone Hours: 8.00am - 4.30pm Monday to Friday.

Phone

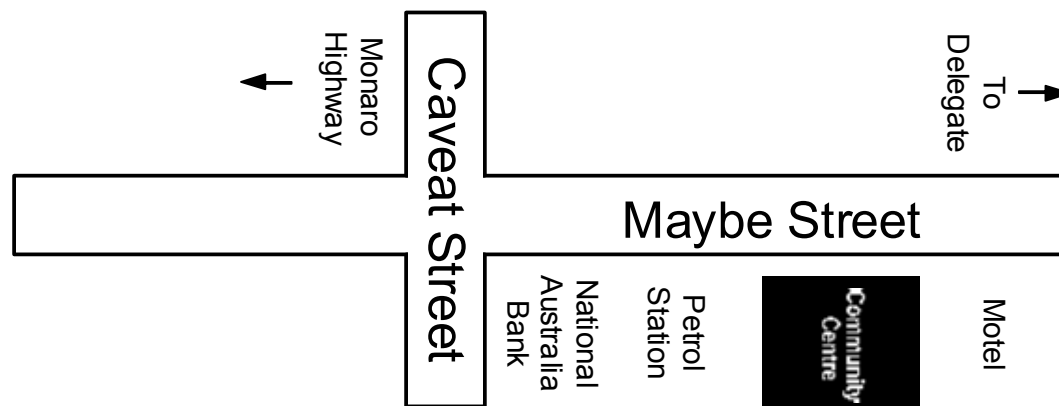
(02) 64584620

Fax

(02) 64584576

Email

bccsadmin@bombala.nsw.gov.au



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