

What are your responsibilities when dealing with the HACC DO?

You and your service should:

- Let the HACC DO know, with appropriate notice, if you are unable to keep an appointment.
- Act in a way which respects the rights of other HACC Development Project clients and staff.
- Take responsibility for the results of any decisions you make.
- Help the HACC DO to provide you with services by responding to surveys and requests for information.

You and your service may be asked to give written authority to receive support with a complex issue. Support will not be provided to individual staff or employers on legal or industrial matters. However, information may be provided about where to seek assistance.

What are the parameters of the HACC Development Project?

The HACC DO's workload is prioritised through an annual workplan that reflects the project's funding, resources and ability to assist HACC services and service users.

WE WANT YOUR FEEDBACK

If you or your service are dissatisfied with any aspect of this service, we need to hear from you. You should first discuss your concerns with the HACC DO, but if a satisfactory resolution is not found, then contact the Chairperson of Southern Community Care Development (SCCD) or write to the management committee. If you or your service are still unsatisfied, contact the NSW Ombudsman on 9286 1000.



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1034 - 1036 Old Princes Hwy
ENGADINE NSW 2233
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(Correct at September 2010)



SUTHERLAND SHIRE

HACC DEVELOPMENT PROJECT



**Working for Community Care
Services & their clients ...**

- Promotion
- Development
- Information
- Planning
- Support
- Representation



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

What is Home and Community Care (HACC)?

The Home and Community Care (HACC) Program is jointly funded by the Australian and NSW Governments to support people with disabilities, frail older people and their carers to live safely in their homes.

What is the HACC Development Project?

Sutherland Shire HACC Development Project is funded through the NSW Department of Ageing, Disability and Home Care (DADHC), under the auspices of Southern Community Care Development (SCCD) Inc.

The HACC Development Officer (HACC DO) assists HACC service providers and their clients through a range of community development activities, including information about government policy, assisting with HACC planning and representing the local network on relevant committees. She also produces a newsletter, brochures and other materials for and about services, including a website called Southern Sydney Community Care Intranet (SSCCI) for communication between service providers and service users, located at www.sscci.org.au

Who can the HACC Development Officer (HACC DO) assist?

The HACC DO can assist HACC-funded services, staff, management committees, volunteers, people who use HACC services in the Sutherland Shire. Anyone seeking information can contact the HACC DO, from 9:30 am to 5:00 pm on weekdays. There is no fee for service, although the HACC DO occasionally asks service providers to contribute to the costs of training and meetings. Services provided include:

- Promotion of HACC services and the network of community care services generally.
- Co-ordination of sector development through the Sutherland Shire Community Care Forum.
- Support of individual HACC-funded services, including staff and management committees.
- Provision of an information and development service.
- Support of consumer input to service development.
- Representation of the Community Care Forum group and development of links for voicing their views.
- Work with other community care services and government, including the HACC funding bodies and peaks.

To find HACC DOs elsewhere in NSW, go to www.nswhaccdos.org.au



What are your rights when dealing with the HACC DO?

You and your service have the right to:

- Read information which the HACC DO holds about you. It may be viewed in the HACC office with seven working days notice.
- Privacy and confidentiality. However, if there is a risk situation or if your records are required by law, then this right may be waived.
- Be made aware of the standard of service that you can expect from the HACC DO. The service should be provided in a safe manner which is respectful and responsive to your needs.
- Have your views taken into account in the planning and evaluation of the HACC Development Project.
- Give and withdraw your consent for the HACC DO to act on your behalf at any time.
- Complain about the service you are receiving or to appeal any decision made about the type of service the HACC DO is/is not providing. Refusals of service or complaints will not prejudice your future access to the service. *(cont'd over)*