Gina's Story

Gina is a Home and Community Care (HACC) client living in regional Western Australia. Gina was frustrated with the HACC support workers being sent to shower her, as they would never arrive at the scheduled time. Gina reported to Advocare that the care workers were arriving up to an hour late, and that this was seriously disrupting the rest of her day.

Advocare discussed options with Gina, who decided she would like Advocare to speak to the manager on her behalf, as she felt intimidated. Advocare spoke with the manager who was surprised to hear the staff were late. The manager informed Advocare that she would speak to the staff to find the problem, and then contact Advocare at the end of the week.

The manager called later in the week and explained that on discussion with the staff, she had discovered Sue, the client receiving services directly before Gina, had declined physically and was taking a lot longer to assist. The manager explained that to ensure that both Gina and Sue her were receiving good service, she would extend Sue's personal care time to ensure that she was adequately cared for and Gina's service was provided in a timely fashion. The manager also called Gina to apologise for the inconvenience, which Gina was very grateful for, as she felt her complaint was heard and that her services would improve.

Fred's Story

Fred called Advocare, frustrated that support workers were coming to his house and talking all day. He explained that the girl would arrive at 9am and would sit and talk to him until lunch, then leave without cleaning.

The advocate discussed options to resolve the issue, and Fred decided he would like an advocate to talk to the Manager to find out what was happening. Advocare contacted the manager who revealed the workers being sent to Fred's, were not cleaners, but social support. The advocate explained this to Fred who was not happy. He explained he needed help with cleaning, not a 'friend' and decided to meet with the Manager, with an advocate for support.

The advocate arranged a meeting at Fred's house, and supported him to voice his concerns. The manager listened to Fred and changed his care plan to 'one hour of domestic assistance'. Fred was happy with the outcome as he felt his voice was heard, he had a choice in the services he was provided, and he was receiving the services he needed.

Suang Wei's Story

Suang Wei was an 83 year old Malaysian lady who was struggling to manage at home. She had been recieving some Domestic Assistance from HACC for a few years but was finding it difficult to do things for herself.

Suang Wei's daughter had encouraged her to look into moving into a residential aged care home, but she did not feel ready to go, but was reluctant to be a burden on her daughter. Suang Wei called Advocare to get some information about residential aged care homes and explained that she did not really want to go, but could not manage at home. The advocate discussed the many services available from HACC with Suang Wei, and with her permission, arranged a reassessment.

Suang Wei was found to be eligible for many more services, and engaged in transport services, social support and a HACC day centre. With the extra support she managed well at home and no longer felt the need to move into care.

Carl's Story

Carl was a 90 year old man living independently with the support of some HACC services. He received gardening and domestic assistance, and could manage all of his own personal care. Carl contacted Advocare as he was experiencing financial difficulties that were making living independently very difficult. Carl was renting a unit, and the rent had been increased, as had his utility bills, and he found he had very little left for food. He knew that the HACC staff had noticed and was concerned that they would put him in an aged care facility, as they would think he couldn't manage alone.

The advocate explained to Carl that no-one could force him into an aged care facility, as he had the right to make his own decisions. They then discussed the variety of services available to help people in financial hardship. The advocate referred Carl to his local financial counselling service who arranged for some of his bills to be paid, his Centrelink forms to be updated, some emergency food packages, and a new budget for Carl.

Advocare contacted Carl a few weeks later and found that he was now managing very well with the new budget, had plenty of food in the cupboards, and was confident that he would remain living independently at home for as long as he wanted.