

Home and Community Care (HACC)
Western Australia

Your rights and responsibilities

Accessing HACC support and information
about the WA HACC fees policy,
complaints and appeals



Your rights* as a person accessing HACC support

As a person accessing HACC support you can expect individually tailored support that assists you to continue living the life that is important to you.

You have the right to maintain:

- your independence and exercise your personal decision-making, choice and control
- exercise your cultural and religious beliefs and make decisions about your lifestyle
- be treated with respect and included in discussions about the support you access
- express your views and be heard
- access support will be planned, reliable, and respond flexibly to your needs
- make a complaint and have your complaint dealt with fairly
- have a friend, family member, or person from an advocacy service support you in discussions at any time
- privacy and confidentiality, and to know what information is held about you. Your consent will be sought before sharing information about you.

*These rights are underpinned by the Community Care Common Standards and independent quality monitoring of all HACC service providers.

Your rights as a carer of a person accessing HACC support

HACC service providers and Regional Assessment Services adhere to the WA Carers Charter of the WA Carers Recognition Act 2004. As a carer of a person accessing HACC support you have the right to:

- be treated with respect and dignity
- be included in the assessment, planning, delivery and review of services that impact on you
- have your views and needs taken into account along with the views, needs and best interests of the person receiving care when decisions are made that impact you
- have complaints made by you in relation to services that impact on you are given due attention and consideration.



Your responsibilities as a person accessing HACC support

In addition to your rights when accessing HACC support, you also have responsibilities to the people who support you.

You have a responsibility to treat all people who support you with respect and courtesy.

You have a responsibility to inform your service provider as soon as possible if you will not be available for an arranged appointment.

You have a responsibility to provide a safe working environment for the people who support you, including ensuring their work environment is smoke-free.

Privacy and confidentiality

You have the right to privacy and confidentiality and to understand how your personal information will be managed.

When accessing HACC support you will be informed of the circumstances when your information may be shared. You will be advised that you may withdraw your consent to share personal information at any time or that you may place limits on the information that is shared.

You can expect that information about you is only collected and shared for the purposes of providing quality support and continuity of care to you.

You can expect Regional Assessment Services and service providers to adhere to privacy laws and have policies and procedures in place to safeguard your privacy and confidentiality.

You may request a copy of the Regional Assessment Service or service provider privacy and confidentiality policy.

You may request information about the personal information that is kept about you and how it is stored.

Feedback and complaints

You are encouraged to provide feedback about the support you are accessing. Your feedback will help ensure you are being supported in a way that works for you.

You are able to make a complaint about the support you are accessing from your service provider.

You may also appeal eligibility decisions and support recommendations made by a Regional Assessment Service.

You can expect to have any feedback, complaint or appeal dealt with objectively and without fear of retribution.

You can expect that your complaint/appeal will remain confidential and will not disadvantage you in any way.

To make a complaint, it is recommended you approach the service provider directly and provide them the opportunity to address your concerns. Each service provider has a complaints/appeals policy that will inform you about how your complaint or appeal will be managed. You can request a copy of the service provider's complaints/appeals policy at any time.

If you are not comfortable approaching the service provider directly, or you would like assistance, you may choose to involve another person to assist you with your complaint or appeal.

You can ask a relative or friend to assist you or you may choose to contact an advocacy agency such as Advocare. Advocare provides a free and independent advocacy and information service to people receiving HACC services. Contact details are provided at the back of this brochure.

If you are not satisfied with the outcome of your complaint or appeal you may request a review by writing to the Director, Aged and Continuing Care Directorate, Department of Health, 189 Royal Street, East Perth WA 6004.

Fees for HACC support

The WA HACC program has a Fees Policy requiring that fees are paid as a contribution towards the cost of the support services you access.

The fees are based on the WA HACC Standard Fees Schedule and your level of income.

Your living arrangements are considered when determining the appropriate fees:

- If you are living alone only your income is taken into account;
- If one member of a couple is receiving support your joint income would be taken into account
- If both members of a couple are receiving support your joint income would be taken into account
- If you are a carer, only the income of the person you care for will be taken into account.

Once your support plan has been finalised the service provider will inform you of the fees that apply.

If you think you will have difficulty paying the fees you may ask your service provider to assist you to complete a Confidential Client Fees Reduction Form.

You will not be refused support services if you cannot pay the full fees. You will receive the same standard of support regardless of the fees you pay.

You are protected from paying excessive fees by a 'fees cap'. This will ensure that you will pay no more than the maximum amount per week, regardless of how many support services you receive or how many service providers are involved in supporting you.



Contact for more information

If you are receiving HACC support you may contact your service provider directly for more information about any of the matters outlined in this brochure.

If you believe you need a change or increase in the support you are already accessing you can contact your service provider directly. If you wish to discuss these matters with an independent organisation you may contact the Regional Assessment Service directly.

WA Regional Assessment Services
1300 785 415

The Commonwealth Government My Aged Care call centre can also assist you with information about aged care:

My Aged Care
FREECALL™ 1800 200 422
(*free from a land line only)

My Aged Care website:
<http://www.myagedcare.gov.au/>

Other useful contacts and websites:

Advocare Freecall 1800 655 566

Advocare website:
<http://www.advocare.org.au/>

WA HACC program website:
www.health.wa.gov.au/hacc







This document can be made available in alternative formats on request for a person with a disability.

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