

## USEFUL CONTACTS

Clients may find the following organisations useful in terms of services required. This list is not complete and the nominated organisations can provide information to you about what services may be available to you

Queensland Aged and Disability Advocacy Incorporated 1800 700 600	Diversicare – Multicultural 3846 1099
Commonwealth Home Support Services (incl Occupational Therapy, Physiotherapy, Nursing, Podiatrist, ) Clients over 65 1800 200 422	Dementia Helpline – Freecall 24 hour 1800 100 500
Seniors Enquiry Line 1300 135 500	DVA Homefront 1800 551 918
Disability Information Awareness Line (DIAL) 3224 8444	Elder Abuse Prevention Helpline 1300 651 192
Caxton Legal -Specialist Elder Abuse Service 3214 6333	Council on the Ageing National Seniors 3316 2999
Alzheimers's Queensland 1800 639 331	My Aged Care 1800 200 422
National Aged Care Advocacy Line 1800 700 600	Aged Care Quality & Safety Commission 1800 951 822



### Australian Community Safety & Research Organisation Incorporated

A Public Benevolent Institution

Registered with the Australian Securities Commission, A.R.B.N.: 066 875 107 ABN: 21 066 875 107

Incorporated in Queensland under the Associations Incorporation Act, Number 10000

Registered as a Charity under the Collections Act, Number 472

#### ACRO

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#### ACRO Postal Address

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#### ACRO Home Maintenance

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# In Focus 2024

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## ACRO SERVICES FOR THE ELDERLY AND PEOPLE WITH A DISABILITY

### WHAT IS ACRO?

ACRO is a community organisation that receives funding from various government departments, individuals and groups to deliver services in the area of social justice. The Australian Community Safety & Research Organisation or ACRO has been in existence since the early 1960s and during that time has provided services to individuals and families in crisis through providing housing, financial assistance, employment programs, education programs and transport assistance. ACRO has a commitment to providing quality services to our clients but also a commitment to researching areas of need not currently being addressed. Over the years ACRO has expanded our client base to include services for young people, the elderly and people with a disability. All these services have one essential ingredient in common – the enhancement of community safety through programs that promote a safe and caring society. ACRO has a volunteer management committee, is a registered charity and therefore all donations over \$2 are tax deductible. Membership is available to all members of the community at a cost of \$10 per annum (\$5 for pensioners)

### WHAT SERVICES DO ACRO OFFER PEOPLE OVER 60 AND PEOPLE OF ANY AGE WITH A DISABILITY ?

ACRO is funded by the Queensland Department of Housing and the Commonwealth Government to provide **minor home maintenance and home modification services** to people over 60 and people of any age with a disability & carers through two discreet programs: **Home Assist Secure (HAS) and Commonwealth Home Support Program (CHSP).**

The aim of these services is **to assist seniors and people with disabilities who wish to remain living in their homes to remain confident, mobile and independent.** The primary focus of the program is health and safety and these programs enable ACRO to assist eligible clients in the following ways:

- Information and referrals about home maintenance, minor modifications and home security. Program staff can also provide assistance in employing tradespeople.
- Safety and Security assistance is available and staff can also install smoke alarms and assist in their maintenance.

- Subsidised Assistance towards the labour costs of minor home maintenance, repairs, minor modifications and security that relate to clients health and safety needs. Staff can also provide assistance with falls prevention strategies and aids aimed at reducing the risk of falls such as fitting grab rails, chair raisers, ramps, non-slip aids etc. All such modifications require a referral from an Occupational Therapist. ACRO can arrange the referral for you.

### WHO IS ELIGIBLE FOR THESE SERVICES?

ACRO provides Home Assist Services in the geographical area of Brisbane termed Stafford/Wavell Heights. This area takes in the following suburbs:

Wavell Heights	Newmarket	Enoggera
Kedron	Grange	Keperra
Gordon Park	Alderley	Ferny Grove
Wilston	Woolloowin	Stafford
Mitchelton	Windsor	Upper Kedron
Lutwyche	Kalinga	Gaythorne
Grovely	Oxford Park	Stafford Heights
Everton Park		

**Clients assessed by My Aged Care as eligible clients through the Commonwealth Home Support Program (CHSP) can receive ACRO home maintenance and home modifications services throughout the northside of Brisbane.**

- ◆ For eligible Home Assist clients free information is available to all **persons over 60 years of age and of any age with a disability who own their own home or live in rental accommodation.**
- ◆ To qualify for subsidised assistance for work in your home with the Home Assist Program you also need to be a Pensioner Concession Card holder ; unable to complete the work yourself and unable to make use of other forms of assistance such as Department of Veteran Affairs, CHSP.
- ◆ Also for tenants in private or public rental this program cannot undertake maintenance or repairs that are considered to be the responsibility of the landlord under the Residential Tenancies Act.
- ◆ Clients who are over 65 ( or over 50 years of age who are Aboriginal or Torres Strait Islander )requiring assistance with home maintenance or modifications are able to contact My Aged Care for assessment under the Commonwealth Home Support Program

## HOW DO I ACCESS ACRO HOME MAINTENANCE SERVICES?

To find out if you or someone you know is eligible contact our office on **3856 6222**. Our staff will arrange for one of our field staff to come and explain the program to you in your own home and discuss how we can assist with minor maintenance issues. It is a requirement of the funding body that all ACRO Home Maintenance clients are visited by a Field Worker prior to any work being carried out. Interpreter services can also be arranged for clients from non English speaking background or who require assistance for specific needs such as hearing impaired services.

## YOUR RIGHTS AND RESPONSIBILITIES

ACRO have developed the following policy to ensure that clients are aware of their rights and responsibilities in relation to these services.

### 1. Access to Service

Access to our services will be on the basis of client eligibility, individual need and the capacity of the service to meet the need. Individual need will be determined through discussion with the client and project staff. The assessment process will be applied fairly and equitably without discrimination or prejudice. Clients have the right to refuse a service offered by the program. Such a refusal will not affect the provision of other services in the future.

### 2. Information and Consultation

Clients will be given full details of the service being provided including its frequency, fees and length of time it will be available. Clients will also be given information on their rights and responsibilities and given details of ACRO's complaints policy. Every effort will be made to inform clients of other services that may be helpful to them.

### 3. Efficient and Effective Management

Clients have the right to expect a service that is managed efficiently and effectively. To this end ACRO will ensure that staff are appropriately trained and correct procedures are practised in line with organisational policies and funding guidelines. Programs will undergo regular evaluation.

### 4. Co-ordinated Planned and Reliable Service Delivery

Clients will receive services that are planned around their individual need, and the ability of services to meet that need. ACRO staff will co-operate with other agencies to ensure a co-ordinated approach to service delivery.

### 5. Privacy, Confidentiality and Access to Personal Information

Clients will be treated with respect at all times. Staff will ensure that client's dignity, independence and privacy are respected. Personal information will be kept confidential. Where it is necessary to pass personal information on to other service providers, family member etc, the client's permission will be sought prior to the release of information. Written consent will be sought from clients at the time of first interview. Consumers have the right to access their personal records at all times and withdraw their permission at any time.

### 6. Complaints and Disputes

ACRO staff will endeavour to create an environment in which clients feel safe and comfortable about expressing any concerns or complaints they have with the service. Clients should raise their concerns with program staff initially and if staff cannot resolve the issue the matter will

be referred to the Program Manager. Clients can make direct contact with the Program Manager either by phone on 07 3856 6111 or in writing to PO Box 440 Lutwyche 4030.

## 7. Advocacy

Clients using these services may nominate someone of their choosing to act on their behalf, for example a relative or carer. There are organisations that can provide you with an advocate to ensure that your rights are upheld. (See listings on back page.)

## RESPONSIBILITY OF CLIENTS

Clients have the responsibility to provide staff with any information that is appropriate and necessary to them providing the service.

Clients will be expected to treat staff, volunteers and tradespeople with respect.

Clients have the right to accept or refuse any service offered to them and so must accept responsibility for the outcome of their decision.

## HOW DO I FIND OUT MORE?

- ⇒ Contact our program staff directly on 07 3856 6222 or email at [has-admin@acro.com.au](mailto:has-admin@acro.com.au)
- ⇒ ACRO Program staff are available to do presentations to local community groups including neighbourhood watch meetings, service clubs such as rotary, lions, legacy; social or sporting clubs, health services.
- ⇒ Contact My Aged Care on 1800 200 422 and ask about Home Support services for Home Maintenance and Modifications. If you wish you can nominate our service as your preferred service provider.

## WHO ARE THE ACRO HOME ASSIST TEAM?

ACRO has a team of dedicated staff and volunteers who work in the office and in the field assisting clients. All office and field staff are required to undergo a criminal history check with the Queensland Police Service prior to employment and carry identification.

## PREFERRED LIST OF SERVICE PROVIDERS.

As well as our program staff ACRO Home Maintenance maintains a list of preferred service providers whom we utilise to ensure clients have a full range of services available for their needs. All contractors provide ACRO with a list of their qualifications, hourly rates, insurances held and Police Certificates and these are reviewed annually.

## CLIENT PARTICIPATION

Clients can participate in the ACRO Home Maintenance program in a number of different ways. We welcome your feedback and suggestions for improved service delivery. In addition ACRO welcomes volunteers to assist in a variety of our programs. If you would like further information contact the ACRO Management Committee PO Box 440 Lutwyche 4030 at any time or phone 3856 6111.

## TRAINING AND DEVELOPMENT

Ongoing training is made available to staff as required through relevant government departments and internal and external training bodies. Staff have participated in Manual Handling training to assist with Workplace Health and Safety, First Aid training and Cultural Awareness training. In the interests of providing quality services to our clients a random selection of clients will be contacted

- ◆ Staff at the Community Health Centres based at Prince Charles, Enoggera and Nundah (especially the Occupational Therapists)
- ◆ Staff at Blue Care and Anglicare Northside
- ◆ The Occupational Therapists departments at the Royal Brisbane and Prince Charles Hospitals.
- ◆ Staff of other Home Assist Programs across the State who provide an invaluable support and information network

ACRO gratefully acknowledges the funding and support provided by the Qld Department of Housing and the Commonwealth Government for providing the funding which make these programs possible.

We would also like to thank our clients for their patience, their suggestions and the many thanks which we receive whether it is in person, by mail or the many cups of tea our staff enjoy when we visit their homes.

## WELLNESS AND REABLEMENT

The wellness philosophy underpins all activities under the Commonwealth Home Support Program. It is an approach that involves assessment, planning and delivery of supports that build on the strengths, capacity and goals of individuals and encourages actions that promote a level of independence in daily living tasks, as well as reducing risks to living safely at home. A wellness approach identifies what a client can and wants to do rather than only what they have difficulty with and avoids a "doing for" approach in favour of "doing with".

Reablement involves time limited interventions that are targeted towards a person's specific goal or desired outcome to adapt to some functional loss, or regain confidence and capacity to resume activities. Our program staff work with clients in the installation of home modifications to assist clients to do things safely for themselves in their homes. Reablement aims to maximise clients long term independence, choice and quality of life by helping them to feel safer and more confident.

## CORONAVIRUS AWARENESS

In these challenging times we continue to adapt to maintain our services and support to clients. We have made every effort to try to ensure minimum disruption to services. Our staff will check in with you before we book in any work to ensure both you and the service provider are in good health. We will make every effort to keep our clients informed and request that clients do the same. We provide regular health department updates to our staff and contractors and ensure they have adequate supplies of PPE.

We continue to remind all of the importance of social distancing and infection control and the important role that surgical masks have in reducing exposure to the virus. It is important to remember we all need to stay informed and follow the directions of the [Queensland Government](https://www.health.gov.au). Please ask for assistance if you need it and our staff will endeavor to provide the information or referral you require.

## SMOKE ALARMS

Since January 2017 existing smoke alarms manufactured more than 10 years ago must be replaced with

photoelectric smoke alarms which comply with Australian Standards (AS) 3786-2014. If you have existing hard wired smoke alarms that need replacement these must be replaced with a hardwired photoelectric smoke alarm by an electrician.

From 1 **January 2027** all existing private homes, townhouses and units will require photoelectric interconnected smoke alarms. These can be hard wired (eg 240v) or non removable 10 year battery powered type alarms. If you are a registered client with our program we can provide a subsidy towards the cost of installation. Contact our admin staff to arrange an assessment.

## CHANGES TO CHSP PROGRAM

As the Commonwealth Government continues the reforms in response to the Royal Commission into Aged Care the Minister Anika Wells has announced that the CHSP program under which ACRO is funded to deliver Home Maintenance and Home Modifications services to clients via a My Aged Care Referral, will be extended until 1 July 2027. As yet we do not have details about funding contracts but we will do our best to keep clients informed as more information is made available.

A new Aged Care Act is also being developed. You can learn more about it at

<https://www.health.gov.au/our-work/aged-care-act/about/what-it-means>

## Serious Incident Response Scheme – SIRS

From December 2022 all providers of aged care services delivered to clients in their homes including CHSP services like our home maintenance and home modifications program, are required to operate an effective incident management system to identify, record manage and resolve all incidents and to notify all reportable incidents to the Aged Care Quality Commission and the police where there are reasonable grounds. There are 8 types of reportable serious incidents and these include

- Unreasonable use of force – like kicking, punching or rough handling
- Unlawful sexual contact or inappropriate sexual conduct – like stalking, making sexual advances or unwanted sexual touching
- Psychological or emotional abuse – like yelling, name calling or ignoring
- Stealing or financial coercion by a staff member – like stealing money or pressuring you to give money
- Neglect – like not giving you the care you need to stay well
- Inappropriate use of restrictive practices – like using physical force or medication to restrict your freedom or movement
- Unexplained absence from care / missing consumers – where a care recipient goes missing

Unexpected death – like someone dying unexpectedly because they did not receive proper care and services.

Under the SIRS, an allegation, suspicion, or witness account of any of the above serious incidents must be reported to the Commission.