

CQ HOME ASSIST SECURE SERVICE DELIVERY POLICY (STATUTORY POLICY)

1 **Scope:**

This policy applies to the Home Assist Secure Program managed by Rockhampton Regional Council in the local government areas of Central Queensland including Rockhampton, Gladstone, Central Highlands, Livingstone and Banana Shires.

2 **Purpose:**

To provide Rockhampton Regional Council's commitment to the allocation of resources through funding received from the Commonwealth and Queensland Governments for the delivery of services to eligible clients through the Home Assist Secure Program.

3 **Related Documents:**

Primary

Housing Regulation 2015

Secondary

Carers (Recognition) Act 2008

Disability Services Act 2006

Commonwealth Home Support Program Manual

Funding Agreement – Commonwealth Home Support Program

Home Assist Secure Program Specifications

CQ Home Assist Secure Service Delivery Procedure

Manual for Queensland Community Care Services

Service Agreement – Home Assist Secure

Service Agreement – Queensland Community Care

4 **Definitions:**

To assist in interpretation, the following definitions apply:

Council	Rockhampton Regional Council
Occupational Therapist	A health professional registered with Australian Health Practitioner Regulation Agency and concerned with enabling people to participate in the activities of everyday life.

5 **Policy Statement:**

Council is committed to delivering a suite of services through funding received from the Commonwealth and Queensland Governments to help members of the community who are aged or have a disability to remain living in their homes.

Corporate Improvement and Strategy use only

Adopted/Approved: Adopted, 23 August 2016

Version: 2

Reviewed Date:

Department: Community Services

Section: Communities and Facilities

Page No.: Page 1 of 4

To ensure available funding is allocated to client services in a consistent manner Council will:

- Determine service priorities based on available funding, funding guidelines, feedback received from clients and service agencies, and review of annual performance data;
- Give priority to the most urgent needs based on issues of health, safety or security. This means clients may only receive limited financial assistance, or no assistance, even if meeting the eligibility criteria.
- Inform clients of the services or assistance able to be provided prior to work commencing.
- Seek advice from an occupational therapist for major and minor modifications.
- Arrange for an interpreter service if required to ensure people from diverse cultural and linguistic backgrounds understand the details of services available and their rights and responsibilities; and
- Endeavour to provide information and services in ways that are culturally appropriate or easily understood by people with dementia, intellectual disability or low literacy levels.

5.1 Home Assist Secure Program

The Home Assist Secure Program provides safety related information, referrals and subsidised assistance to eligible clients unable to undertake or pay for critical maintenance services without assistance.

Eligibility Criteria

5.1.1 Information and Referral Service

Homeowners and tenants who:

- Are 60 years of age and over; or
- Have a disability; or
- Are Aboriginal and Torres Strait Islander people 50 years of age and over

5.1.2 Subsidised Assistance

Subsidised assistance may be available towards the labour cost for minor home modification or maintenance relating to health, safety or security for homeowners or tenants who:

- Are 60 years of age and over;
- Aboriginal and Torres Strait Islander people 50 years of age and over; or
- Have a disability;

And

- Have a Commonwealth pensioner concession card;
- Are unable to complete the work themselves, or unable to access assistance from family or friends; and
- Are unable to access assistance from other services such as the Commonwealth Home Support Program, Queensland Community Care Services, or the Department of Veterans' affairs.

Corporate Improvement and Strategy use only

Adopted/Approved: Adopted, 23 August 2016
Version: 2
Reviewed Date:

Department: Community Services
Section: Communities and Facilities
Page No.: Page 2 of 4

Assistance will not be provided for work that is considered to be the landlord's responsibility under residential tenancies legislation or agreements.

Subsidised assistance will be subject to an assessment of individual need for health, safety or security issues.

5.2 Queensland Community Care Services

The Queensland Government provides funding for community care services for people with a disability.

5.2.1 Eligibility Criteria

The eligibility criteria for these services are:

- People under 65 years of age living in the community with a disability, or a condition which restricts the ability to carry out activities of daily living; and
- At risk of losing independence without assistance due to loss of functional ability or unsustainable living arrangements.

5.2.2 Home Modification Program

The home modification program provides help with home modification for people with a disability or condition that restricts their day to day living.

Major modifications include significant structural changes to a home such as lift and ramp installations and bathroom structures.

Minor modifications include small low-cost interventions valued up to \$3000 that improve accessibility and safety around the home.

5.2.3 Home Maintenance Program

The home maintenance program provides assistance to keep a client's home in a safe and liveable condition by way of repair and maintenance of the home or yard.

This includes basic maintenance such as changing light bulbs or replacing tap washers, minor roof repairs, minor carpentry, plumbing, as well as lawn mowing and removal of rubbish to ensure the immediate surrounds of the client's home are safe and accessible.

5.3 Commonwealth Home Support Programme

The Commonwealth Government provides funding for Commonwealth Home Support services for the aged community.

5.3.1 Eligibility Criteria

The eligibility criteria for these services are:

- People aged 65 years and over;
- Aboriginal and Torres Strait Islander people aged 50 years and over;
- People at risk of premature or inappropriate admission to long term residential care; or
- Carers of older Australians eligible for services under the Commonwealth Home Support Programme.

Corporate Improvement and Strategy use only

Adopted/Approved: Adopted, 23 August 2016
Version: 2
Reviewed Date:

Department: Community Services
Section: Communities and Facilities
Page No.: Page 3 of 4

5.3.2 Home Modification Services

Home modification services provide for structural changes to homes to enable clients to continue to live and move safely within their houses. The modifications can include the installation of ramps, grab rails and other mobility aids, emergency alarms and safety aids and other minor renovations which must be undertaken by a licensed tradesperson.

5.3.3 Home Maintenance Services

Home maintenance services provide assistance to keep a client's home and yard in a safe and liveable condition with minor repairs such as changing light bulbs or tap washers; more major carpentry, r plumbing repairs; and garden maintenance including lawn mowing and rubbish removal.

6 Review Timelines:

This policy will be reviewed when any of the following occur:

- 6.1 The related information is amended or replaced; or
- 6.2 Other circumstances as determined from time to time by the Council.

7 Responsibilities:

Sponsor	Chief Executive Officer
Business Owner	General Manager Community Services
Policy Owner	Manager Communities and Facilities
Policy Quality Control	Corporate Improvement and Strategy

EVAN PARDON
CHIEF EXECUTIVE OFFICER

Corporate Improvement and Strategy use only

Adopted/Approved: Adopted, 23 August 2016
Version: 2
Reviewed Date:

Department: Community Services
Section: Communities and Facilities
Page No.: Page 4 of 4