

## CQ HOME ASSIST SECURE SERVICE DELIVERY PROCEDURE

### 1 Scope:

This procedure 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 assist employees in assessing the eligibility of clients requesting services through the Home Assist Secure Program and the allocation of resources to the delivery of those services.

### 3 Related Documents:

#### Primary

CQ Home Assist Secure Service Delivery Policy

#### Secondary

Commonwealth Home Support Program Manual

Code of Conduct

CQ Home Assist Secure - Confidentiality Consent Form

CQ Home Assist Secure – Consent for Major Modification Works Form

CQ Home Assist Trades Services Contract Register

Funding Agreement – Commonwealth Home Support Program

Home Assist Secure Program Specifications

Major or Complex Modification Report

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
Employee	<i>Local government employee:</i> (a) The chief executive officer; or (b) A person holding an appointment under section 196 of the <i>Local Government Act 2009</i> .
Major or Complex Modifications	Modifications referred by an occupational therapist, usually involving items such as installation of large ramps, stair or water lifts, bathroom modifications.

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Minor or Simple Modifications	Modifications referred by an occupational therapist, usually involving items such as installation of grab or hand rails, handheld showers, bath boards, door wedges and simple ramps
Occupational Therapist	A health professional requested with Australian Health Practitioner Regulation Agency and concerned with enabling people to participate in the activities of everyday life.

## 5 Procedure:

### 5.1 Home Maintenance, and Minor or Simple Modifications

#### 5.1.1 Determine Client Eligibility

Through discussion with the individual or referral agent the employee will establish if the person is eligible for assistance; what assistance is required; and any applicable subsidy in accordance with the Home Assist Secure, Queensland Community Care, or Commonwealth Home Support Program Guidelines; and available funding.

If required, the employee will refer to the Supervisor Home Assist to prioritise the request based on the level of need in terms of safety, health or security in accordance with funding guidelines.

##### 5.1.1.1 Ineligible Client

If ineligible, the client will be advised of the reasons either verbally, or in writing if the request was received in writing or may have a significant impact on the client, and offer the client information to assist or details of another agency that may be able to assist.

##### 5.1.1.2 Eligible Client

If the client is eligible the employee will request necessary details to register on the program's client database.

If a new client, an employee will undertake a first interview with the client, provide an information pack, and have the Confidentiality Consent Form signed by the client.

#### 5.1.2 Occupational Therapist Assessment

If home modifications are required a referral will be made through My Aged Care or Access Point (depending on the client's funding and age) for an occupational therapist to design the modification.

#### 5.1.3 Assessment of Requested Work

- The employee will generate a worksheet and issue to a field officer or contractor listed on Council's CQ Home Assist Trades Services Contract Register to obtain a quotation for the required work to undertake the work requested.
- The client will be advised of the quotation cost and available subsidy. If the client provides verbal approval for the work a confirmation worksheet will be issued to field officer or contractor. A purchase order will also be issued to the contractor.
- If the work is assessed as necessary, but cannot be undertaken immediately due to operational constraints, the Supervisor Home Assist will ensure that the details are recorded on the wait list, and the client advised of the action to be taken.

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- On completion of the work the client will be requested to sign the worksheet to indicate the work has been completed to the client's satisfaction. The field officer will provide an official Council receipt to the client for money received as payment for materials used on the job.
- Once returned to the office, the signed worksheet and copy of the receipt will be filed, and details will be added to the client record. If requested by the client, an invoice will be issued to the client for materials used.

#### **5.1.4 Work Undertaken by a Contractor**

- On completion of the work the contractor will supply a receipt to the client for any payment and request that the client sign the worksheet to indicate that the work has been undertaken to the client's satisfaction. The contractor will forward the worksheet and invoice to Council for payment of the subsidy amount applicable to the work.
- The worksheet details will be recorded on the client's record and a copy of the invoice scanned to Council's financial management system.

## **5.2 Major or Complex Modifications**

### **5.2.1 Determine Client Eligibility**

Through discussion with the individual or referral agent, the employee will establish if the person is eligible and what assistance is required.

#### **5.2.1.1 Ineligible Client**

If ineligible, the client will be advised of the reasons either verbally, or in writing if the request was received in writing or may have a significant impact on the client, and offer the client information to assist or details of another agency that may be able to assist.

#### **5.2.1.2 Eligible Client**

If the client is eligible, the employee will request necessary details to register on the program's client database.

### **5.2.2 Occupational Therapist Assessment**

Eligible clients will be advised that a referral will need to be made through My Aged Care or Access Point to an occupational therapist for an assessment and application for assistance to be made.

Council will refer the client request and details to the appropriate agency via telephone or referral form.

### **5.2.3 Assessment of Major or Complex Modifications Process**

Once a Major or Complex Modification Report is received from the occupational therapist the field officer will arrange an onsite visit with the client to outline the process and requirements, and determine if the client is financially able to continue with the application.

Applications received will be referred to the Major or Complex Modifications Assessment Panel for determination of priority of the project.

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#### **5.2.4 Scope and Quotations of Works**

- The client will be advised of the outcome from the Major or Complex Modifications Assessment Panel.
- The field officer will develop the scope of works and obtain quotations from contractors listed on Council's CQ Home Assist Trade Services Contracts Register.
- The client will be advised of the quotation cost and the available subsidy.

#### **5.2.5 Acceptance of Quote**

- Once the client has accepted the quote, a Deed for Modification Form will be required to be completed.
- Upon return of the signed Deed for Modification Form a worksheet and purchase order will be issued to the contractor.

#### **5.2.6 Completion of Work**

- The field officer will carry out an inspection prior to any final payment to the contractor.
- The client and field officer will sign the completion form to indicate the work has been inspected and undertaken to the client's satisfaction.
- The contractor will forward the invoice, along with copies of relevant QBCC records and insurance contract, to Council for payment of the subsidy amount applicable to the work.
- Details will be recorded on the client's record and the Major or Complex Modifications Report and relevant documents will be placed on the client file.

### **5.3 Client Contribution**

Any contribution required from a client in accordance with program guidelines and available funding, will be clearly provided and explained prior to work commencing.

#### **5.3.1 Difficulty Meeting the Contribution**

- If the client will have difficulties meeting the required contribution the Supervisor Home Assist may consider a payment plan, reduction or waiver of the contribution.
- The Supervisor Home Assist will discuss with the client and obtain information to assess the capacity to pay in accordance with program policies and manuals, and available funding. Information obtained will be maintained in a confidential manner.
- If the client has some capacity to pay, the Supervisor Home Assist will develop a written plan, and must seek approval from the Manager Communities and Facilities. Once the plan is approved the client will be advised and requested to sign an agreement for payment in accordance with the plan.
- The Supervisor Home Assist will monitor the client's file to ensure payments are received in accordance with the agreement, or if there is a need to discuss an amendment to the agreement. Amendments must be approved by the Manager Communities and Facilities.
- Council will seek to recover outstanding contributions from clients.

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- Where clients are assessed as requiring the service but not having the capacity to pay the full fee, the Supervisor Home Assist must seek approval from the Manager Communities and Facilities to reduce or waive the fee. This decision will be documented and the client advised in writing of the rationale for the decision.

## 5.4 Appeals

Clients will be informed of the mechanisms available to them for appealing any decision regarding eligibility, allocation of services, the level of fees charged, reduction or waiver of fees, with such notice to be either verbal, or in writing, if the request has been received in writing.

### 5.4.1 Review of Decision

If an appeal is made the matter will be investigated promptly by the Manager Communities and Facilities.

However, where the Manager Communities and Facilities has been involved in the original decision, it will be escalated to the General Manager Community Services, provided that these employees have no personal interest in the matter.

The client will be provided with a written response to the appeal.

## 6 Review Timelines:

This procedure 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 General Manager.

## 7 Responsibilities:

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

**MICHAEL ROWE**  
**GENERAL MANAGER COMMUNITY SERVICES**

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