



ACRO SERVICES FOR THE ELDERLY AND PEOPLE WITH A DISABILITY

WHAT IS ACRO?

ACRO is 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.

WHAT SERVICES DO ACRO OFFER OLDER PEOPLE AND PEOPLE WITH A DISABILITY?

ACRO is jointly funded by the Queensland Department of Housing and the Department of Health to provide services to the elderly and disabled through two discreet programs: **Home Assist Secure (HAS)** and **Home and Community Care (HACC)**.

The aim of these services is **to assist older people 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 if required.

- Safety and Security assistance is available from staff trained by the Qld Police Service to conduct security assessments. Program 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.

WHO IS ELIGIBLE FOR THESE SERVICES?

ACRO provides the following 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	Wooloowin
Stafford	Mitchelton	Windsor
Upper Kedron	Lutwyche	Kalinga
Gaythorne	Grovely	Oxford Park
Stafford Heights	Everton Park	

- ❑ 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 private rental**. Carers can also use these services.
- ❑ To qualify for subsidised assistance for work in your home you also need to be receiving a Commonwealth Government pension or benefit and unable to make use of other forms of assistance such as Department of Veteran Affairs, family or friends.
- ❑ 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.

HOW DO I ACCESS HOME ASSIST SECURE /HOME AND COMMUNITY CARE(HACC) SERVICES THAT ACRO PROVIDE?

To find out if you or someone you know is eligible contact our office on **3229 9416**. Our staff will arrange for our field officer 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 Home Assist Secure 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. If 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. 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 Coordinator. Clients can make direct contact with the Program Coordinator either by phone on 07 3221 0088 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 3229 9416 or fax 07 3229 0519 or email acro.has@uq.net.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.

WHO ARE THE ACRO HOME ASSIST STAFF?

ACRO has a team of dedicated staff who work in the office and in the field assisting clients. All field staff are required to undergo a criminal history check with the Queensland Police Service prior to employment and carry photo identification. We welcome our new builder/carpenter Matt Broe who joined us in March.



ACRO HAS Staff (L to R) Frank, Graham, Matt, Ed & Geoff

PREFERRED LIST OF SERVICE PROVIDERS.

As well as our program staff ACRO maintains a list of preferred service providers whom ACRO utilises 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 and insurances held and these are reviewed annually.

TRAINING AND DEVELOPMENT

All program field staff complete training with the Queensland Police Service in order to undertake security assessments on clients homes and be able to provide independent, accurate information. Ongoing training is made available to staff as required through relevant government departments and internal and external training bodies. Most recently program 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 throughout the year to assess the level of satisfaction of clients with the services provided by both field staff and contractors.

ACKNOWLEDGEMENTS

ACRO program staff work with a variety of other community based services to assist our clients. These services also have extremely dedicated staff and we would like to acknowledge in particular:

- Staff at the Community Health Centres based at Prince Charles, Enoggera and Lutwyche (especially the Occupational Therapists);
- Staff at Blue Care at Gordon Park and
- The Occupational Therapists departments at the Royal Brisbane Hospital and Prince Charles.
- 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 Department of Housing and Department of Health, 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.

CLIENT PARTICIPATION

Clients can participate in the ACRO Home Assist Secure 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 3221 0088.

VOLUNTEERS IN ACTION

During 2007 ACRO has been fortunate to attain the services of two volunteers who are delivering services to clients eligible for the Home Assist Secure and HACC minor maintenance and modifications programs. We welcome Geoff and Frank to our team and thank them for the considerable contributions that they have both made already to our service delivery.

COMMUNITY PRESENTATIONS

In the past year ACRO staff have addressed a number of community groups including The Grange branch of National Seniors, local Legacy group at Gaythorne RSL, The Steady Steps group in relation to falls prevention and the Community Health service at Keperra. In addition staff participated in the Carers Expo held at Gaythorne RSL and staff participate on an ongoing basis in a series of network meetings and skills development sessions for Home Assist and HACC service providers throughout the Northside.

NEW GOVERNMENT PRODUCTS

The Queensland **Home Adapt Loan** is a product presented by the Department of Housing. The loan is for home owners with a disability or for those who have a household member with a disability, to enable them to modify their home so the person with the disability can remain living in their home with increased safety and independence. Modifications may include installing access ramps, widening hallways or doorways, or modifying a kitchen or bathroom. Loans can range between \$5,000 and \$30,000 at a low fixed-interest rate for eligible applicants. Further info is available on the Department of Housing website

www.housing.qld.gov.au

or telephone the Loan hotline 1300 654 322

FAQs (Frequently Asked Questions)

- Q.** *Can self-funded retirees utilise Home Assist Secure services?*
- A.** YES, self-funded retirees can receive free information and access referrals for reliable tradespeople. Self-funded retirees can also have minor maintenance work carried out by Home Assist Secure Staff and Contractors, however they are not eligible for a subsidy towards the labour cost unless clients are receiving services through HACC.
- Q.** *Does Home Assist Secure provide cleaning services?*
- A.** NO, clients requiring cleaning services should contact their local Community Health Centre. They will assess client eligibility and costs.

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

36376000

Community Health Services
North West 33358888
Chermside 31394633
Lutwyche 32302222

Seniors Enquiry Line

1300 135 500

Disability Information Awareness Line (DIAL)

32248444

Caxton Legal Service

32541811

Commonwealth Carelink

1800 052 222

Alzheimer's Association

38574043

Diversicare – Multicultural

38461099

Dementia Helpline – Freecall 24 hour

1800 639 331

DVA Homefront

1800 801945

Carer Respite Centre

1800 059 059

Elder Abuse Prevention Helpline

1300 651 192

Council on the Ageing National Seniors

32212977



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

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