



## **Home Maintenance (Incorporating Stafford Home Assist) Information Booklet**



**Australian Community Safety & Research Organisation Incorporated ABN 21 066 875 107**

A Public Benevolent Institution registered as a Charity under the Collections Act (Number 472)

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**ACRO Home Assist Program: Telephone: 3856 6222: e-mail [acro\\_has@acro.com.au](mailto:acro_has@acro.com.au)**



ACRO is a community organization 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. ACRO has been delivering Home Maintenance and Home Modifications services with funding from the government since 1993 in the Stafford/Wavell region and this booklet has been produced as part of our ongoing commitment to providing access to quality services to our client group.

This kit includes :

- ACRO Home Maintenance (incorporating Stafford Home Assist) Information Booklet
- In Focus Newsletter
- ACRO Home Maintenance Brochure
- Day Tripper Brochure
- ACRO Home Assist Promotional Item

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## ACRO HOME ASSIST SECURE

### Who are we and where will you find us?

ACRO Home Assist Secure (HAS) is a community organization that provides minor maintenance and minor modifications services to eligible clients in the Stafford/Wavell region. ACRO – Australian Community Safety & Research Organisation is a registered charity and our Home Assist program can be contacted:

- **Mail:** P.O. Box 440 Lutwyche
- **Phone:** 3856 6222
- **Fax:** 3856 4000
- **Email:** [acro\\_has@acro.com.au](mailto:acro_has@acro.com.au)

We provide services through utilizing our own staff and a range of reliable contractors. We also welcome volunteers to assist with service delivery. All staff and volunteers must undertake a nation wide police check before they can work in our HAS service.

### Where do we provide the service?

The Home Assist Secure Service is provided throughout Queensland by different agencies. ACRO provides services in:

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

## **What does ACRO Home Assist Secure Provide?**

We provide free information, referrals and subsidised assistance to eligible clients.

- information is available about home maintenance, repairs, minor modifications and home security. Service staff can also refer and assist, if necessary, with employing trades people, contracting experts, or planning future work
- we also provide subsidised assistance for people who are unable to obtain alternative assistance with minor home maintenance, repairs, modifications and security which relate to your health, safety and security
- we do not undertake work that is considered to be the responsibility of the landlord (lessor) under residential tenancies legislation or other tenancy agreements

## **Who funds Home Assist and are you eligible?**

ACRO is jointly funded by the State and Federal Government to provide services through three client programs, Home Assist Secure (HAS) and Queensland Community Care (QCC) and Commonwealth Home Support Program (CHSP). Each program have different eligibility and Program Guidelines which are outlined later in this booklet.

To be eligible for free information and referrals through HAS, you must be a home owner or live in rental housing and be:

- 60 years and over
- any age with a disability

To be eligible to receive subsidised assistance for work in your home you need to be:

- 60 years and over or any age with a disability
- Hold a current Pensioner Concession Card

- Do not possess the appropriate skills to undertake the work or to undertake the work would cause a risk to health and safety
- Are unable to make use of alternative forms of assistance eg Commonwealth Home Support Program (CHSP) or Veterans Affairs.

### **What are the benefits of Home Assist Secure?**

We will help you to:

- make more informed decisions about home maintenance, repairs, modifications and security
- feel safer living at home
- have easier access to and within your home
- increase your confidence about employing trades people
- incorporate home security routines into your daily activity

### **How much does it cost?**

To ensure that subsidies are available, ring us first on 3856 6222 for prompt and courteous attention to your enquiries and concerns. Subsidy guidelines are:

- we cannot assist with any subsidy through Home Assist if the total cost of the job exceeds \$1500.00 (excluding GST)
- we can only provide a subsidy towards the labour cost of the job
- the cost of materials are your responsibility
- **a minimum charge for materials provided by our field officers is \$5.00**
- if there is no material cost we would appreciate a donation for

which a tax deductible receipt will be provided, of course this is voluntary

- a maximum subsidy exists for each job and this may change from time to time depending on funding levels
- a maximum subsidy that each household may access in any financial year exists and this may change from time to time depending on funding levels
- subsidies can only be paid for work completed by contractors registered with us and arranged through us
- easy, no interest repayment options can be arranged for costs of materials where required to assist in getting necessary work completed earlier

### **How do we allocate and prioritise our work?**

We take great pride in the delivery of prompt and efficient services by our qualified staff and outside trade persons to assist you maintain an independent lifestyle in the community.

All jobs are important to us, however because there is a huge demand on our services, jobs are prioritized in accordance with health, safety, security and general maintenance as stated:

- the staff member taking the initial service request will ask a series of questions so they can determine what priority to allocate to the service
- the service request is entered recorded and a worksheet is provided either to one of our staff or a contractor
- **Home Assist is not an emergency service and therefore a “same day response” cannot be guaranteed. Contact is only available during standard business hours.**

- Urgent services that we prioritise most highly are listed below;
  1. Premises that cannot be secured over night.
  2. Sewer blockage.
  3. Single toilet home with non-functioning toilet.
  4. Power or water supply disruption not caused by supplier.
  5. A problem that prevents speedy and safe access from the home.
- All other service requests are responded to in order of date of request except where an eligible person has received the maximum subsidy and wishes to pay the full costs (labour and materials) for work requested. Allocation of these requests must take into account the person's safety, health and security and having regard for the demand for assistance from other eligible persons.
- Minor Modifications are completed in order of priority requested by the Occupational Therapists (OT) and we aim to organise work within these parameters from when the referral is received and client is contactable
  1. Urgent within 5 working days.
  2. Moderate within 15 working days.
  3. Non-urgent within 25 working days from date referral is received by Home Assist Secure office.
  4. If clients are not registered with our program it is necessary to complete a registration process first. Our office will contact clients if we receive a referral for OT work and that client is not registered with us.



## Quotes

Clients can request a quote for a job at any time. Written quotes are provided free of charge to clients and enable the client to be informed of the full cost of the job requested and will stipulate the cost of labour and materials.

If the requested job is able to be subsidised by the HAS/CHSP Program our staff will provide a **letter of offer** outlining the subsidy available and the costs to be paid to the contractor by the client. A copy of the quote will also be provided.

Whether the client wishes to proceed or not with the job through the HAS/CHSP Program according to the terms outlined in the letter the client must contact the Home Assist Secure office to advise them directly. Contractors must not proceed with any quoted work without a written go ahead from the Home Assist Secure Program. If a client does not provide a go ahead for the quote directly to the Home Assist Secure office the subsidy cannot be approved.

**The level of subsidy available is always subject to the budget available.**

## What are your rights and responsibilities?

We want to provide a quality service to you and all our clients and your rights include:

- clear information about what Home Assist can do for you
- pleasant, reliable service
- dignified, courteous and respectful treatment
- keeping your information confidential and private
- fair and honest treatment

- having a say about the services you receive and being able to refuse a service without being disadvantaged with future services
- information about other local community services
- the right to make a formal complaint if necessary and receive an answer which is confidential and private

We consider all our clients as partners in providing an efficient and effective service. When receiving our services we expect you to:

- let us know, in advance, if you cannot be home at the time arranged
- treat staff, volunteers and service providers with dignity, courtesy and respect
- pay the agreed amount for our services where required

### **How do we ensure your privacy and confidentiality is maintained?**

We value our clients' privacy and confidentiality and state:

- all information requested by this service is requested to enable our staff to assist you as a client
- all personal information gathered is kept in your client file for future reference if required
- you may access this information at any time the office is open
- this information is confidential and kept in a safe and secure manner
- information will not be used for any other purpose and will only be given to a third party with your consent or if required by law

## **Advocacy**

If you require an advocate to assist you to support your rights you may contact Aged and Disability Advocacy (ADA Australia) on 1800 818 338.

Aged and Disability Advocacy can help to create a level playing field by supporting older people, people with a disability and their carers to be heard. An advocate provides support by working with you, solely on your behalf and at your direction. ADA is a not-for-profit independent, community based advocacy service funded to provide information, education, support and representation to enable people to understand and exercise their rights and their responsibilities.

### ***Aged and Disability Advocacy (ADA Australia)***

121 Copperfield Street,

Geebung Qld 4034

**Telephone:** 1800 818 338

**Website:** [www.adaaustralia.com.au](http://www.adaaustralia.com.au)

**Email:** [info@ADAAustralia.com.au](mailto:info@ADAAustralia.com.au)

### ***National Aged Care Advocacy Line: 1800 700 600***

To access free, confidential and independent advocacy support for older people, their relatives and representatives across Australia

### **What do you think about our service?**

We like to know what you think about the services we provide. We encourage you to contact us when you have any compliments, complaints or concerns about our service.

We will treat all enquiries in the strictest of confidence. If you wish,

you may use a friend, relative, advocate or an interpreter to help you. It is as easy as a phone call to 3856 6222.

ACRO Home Assist Secure has adopted the following steps to resolve any issues that may arise :

### **STEP 1**

- A complaint may be lodged either verbally or in written form. Complaints can be lodged in person, by telephone, by post or by electronic means i.e. fax or email.
- The complaint may be lodged by the client concerned, friend, relative, interpreter, legal attorney, carer or an advocate.
- All details of the complaint must be fully documented in the Complaints Register.
- The complaint must be kept private and confidential between the project and the complainant.

### **STEP 2**

- The Programs Manager will investigate the complaint by speaking directly with the person who has lodged the complaint or their representative. The Programs Manager will contact the person about whom the complaint has been lodged and investigate the matter fully. If the complaint is about the Programs Manager, then, a senior staff member of ACRO and or a member of the Management Committee will investigate the complaint.
- At this stage every effort must be made to resolve the issue to the full satisfaction of the complainant.
- All details of the investigation/resolution must be fully documented in the Complaints Register.

### STEP 3

- If the issue cannot be resolved to their full satisfaction, the complainant will be asked to put the complaint in writing if original complaint was made verbally.
- The complaint and a detail of all investigations will then be presented to the members of the Management Committee for resolution. The Chairperson or his/her nominee will further investigate the issue and report back to the Committee.
- At this stage every effort must be made to resolve the issue to the full satisfaction of the complainant.
- All details of the investigation/resolution must be fully documented in the Complaints Register.

### STEP 4

- If the issue cannot be resolved by the Committee, to the full satisfaction of the complainant, then the matter will be referred to the relevant funding authority or an external mediation service.

**All details of relevant steps and their outcomes will be fully documented in the Complaints Register.**

## MINOR HOME MAINTENANCE

Home maintenance refers to assistance with fixing or repairing the home to keep the home in a safe and habitable condition. Please remember that our guidelines all revolve around your health, safety and security. **We are not permitted to assist with beautification or painting.** Some of the work we may be able to assist with either through a subsidy or that can be completed by our staff is :

## ***ESSENTIAL PLUMBING***

- Hot water system repair/replacement
- replace broken taps/ install quarter turn or lever hand taps
- toilet repairs
- installation of dual flush cisterns when an old cistern is no longer working efficiently (product supplied by plumber for warranty purposes)
- minor guttering maintenance and repairs
- blocked drains

## ***SMOKE ALARMS***

- install new smoke alarms (photoelectric)
- Replace batteries

## ***STAIRS***

- repair/replace hand rails
- repair/replace treads

## ***DOORS AND WINDOWS***

- repair doors and windows that are difficult to open and close
- replace rollers on sliding doors
- repair/replace door handles
- repair/replace locks

## ***GENERAL***

- replace light bulbs
- install key safe

- Sensor Lights
- Gutter cleans
- Essential electrical repair – fridges, stoves and washing machines
- One off yard maintenance/lawn mow where area is overgrown and deemed a health and safety risk, please note lawn/yard maintenance cannot be funded on an ongoing basis.

## **MODIFICATIONS**

A home modification is a structural change to your home so that you can continue to live and move safely about the house.

All modifications are categorised as either minor or major jobs.

### **Major Modifications**

For eligible clients under the Commonwealth Home Support Program where work required to be undertaken is valued at a cost greater than \$10 000 (including GST) such work is deemed to be major modifications and may be completed by a program funded to complete major modifications.

### **Minor Modifications**

Minor modifications for Home Assist Secure clients which our project can assist with include but are not limited to the following:

- grab rails/hand rails
- ramps
- shower rails
- hand held showers
- appropriate tap sets
- bed raisers

- chair raisers
- slip resistant treatment to wet areas
- reversal of bathroom doors or installation of lift off hinges

## COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

Since July 2015 clients who are **over sixty five (65)** and wishing to access home support services need to be assessed for eligibility for assistance through the **My Aged Care** program operated by the Federal Government. Clients or family members can contact My Aged Care directly on **1800 200 422** or can be assisted by our staff to do so. Clients will be asked a series of questions and then My Aged Care will organise an assessor to visit them in their home to determine what services they are eligible to receive. **Clients can nominate our service as their preferred service provider for all home maintenance and home modifications** or ask My Aged Care for a list of service providers in their area. CHSP eligibility is dependent upon an individual's functional disability level, ie the level of assistance required for a person to carry out everyday living tasks.

Installations of grab rails, bed raisers and chair raisers are all completed to the plan of an Occupational Therapist. If you have difficulty accessing an Occupational Therapist please contact our office and we will direct you to an appropriate service.

An Occupational Therapist will visit you in your home and they will then send us a plan of what modifications are required. We prioritise the work and send a staff member or contractor to your home to complete the work. It is your choice of what work you want completed but we must follow the plans of where to place the grab rails and other modifications as specified by the occupational therapist. **Please note that if you are over sixty five (65) and not registered with My Aged Care we**



may need to ask you to register and or assist you to do so before we are able to undertake home modification work. If you rent the property it will be necessary to provide written permission from the owner of the property for the modification work to be completed before any work can be carried out.

## QUEENSLAND COMMUNITY CARE (QCC)

The Queensland Community Care program funds ACRO to provide basic home maintenance and modifications assistance to eligible clients who are **under 65**, or under 50 for Aboriginal and Torres Strait Islander people, **who have a disability** and need assistance to remain living independently at home. To find out more contact our service or contact the **Community Care Access Point, on 1800 600 300 for an assessment.**

From January 2018, eligible clients in the Brisbane area who are under 65 with permanent and significant disability may also wish to contact the NDIS (National Disability Insurance Scheme) to discuss assessment procedures for the scheme. For more information please contact the NDIS on **1800 800 110 or [www.ndis.gov.au](http://www.ndis.gov.au)**

**Text Telephone Users (TTY); 1800 555 677 and then ask for 1800 800 110**

## FALLS PREVENTION

Your health and safety is of major concern to us. Please stop and consider possible consequences before you climb up to fix anything.

We can help you with minor maintenance and minor modification jobs that will assist you in reducing the falls risk in and around your home. Some of these jobs are :

- change a light bulb
- change a smoke alarm battery
- install hand rails to stairs
- repair stair treads
- install grab rails to the shower, bath or toilet
- non slip treatment to steps, baths and bathroom floors
- install safety lighting over stairs or in dark hall ways
- install extra power points to clear walkways of power cords in your home and work shed
- gurney slippery outside areas if deemed a falls risk
- repair broken paths and steps in your yard

Some suggestions to help prevent falls are :

- get up slowly from sitting or lying
- stay seated if you are dizzy
- rest if you are tired
- make sure any walking aid is tailored for you

- rearrange furniture so pathways are clear
- footwear should be comfortable, fit securely and support your feet. Do not walk around wearing only socks or stockings
- don't climb on tables or chairs or stools
- if you must climb then use a suitable supportive ladder and have someone hold it
- remove mats and loose floor coverings where possible
- never run electrical cords under mats or carpets or across a room including in the work shed
- keep outside pathways clear of obstructions e.g. hoses and plant material
- ensure you have sufficient outdoor lighting so you and your visitors can see e.g. install sensor lights

## **EMERGENCY MEDICAL ALARM**

If you live alone, away from family or close friends, are a victim of domestic violence or live in an area with high crime rate you may consider a medical alarm monitoring service. The most common monitoring service is a pendant that with one press activates the unit. It is waterproof so you can even wear it in the shower. It helps to provide independent living and peace of mind. With a relatively inexpensive initial set up cost and a small monthly monitoring fee you can be assured that when you activate that pendant someone will always respond. Contact details are –

**Kedron-Wavell Sub Branch RSL**

**Telephone: 3359 0460 or  
1300 732 423**

**Email: [secretary@kwrsl.org.au](mailto:secretary@kwrsl.org.au)**

## KEY SAFES

A Key Safe is installed at a Client's premises at the request of a Client, or a Client's Agent, e.g., Occupational Therapist. For a Client eligible for Home Assist Secure (HAS) or Commonwealth Home Support Program (CHSP) a subsidy may be paid towards the cost of the installation by the Home Assist Secure Program. The cost of the key safe is paid by the Client.

There are two models of key safes installed by our HAS program that will hold up to two (2) or five (5) keys (keys are supplied by Client) and the key safe is secured to the wall.

### **Purpose:**

1. To allow entry to premises by person/persons holding combination.
2. Key Safes are not a security device; they are a safety device to assist access to a home for Emergency Services.

### **Indications for Key Safe:**

1. For a person who has a medical alarm device eg "Vital Call" installed, when the medical alarm device is activated, Ambulance can access premises using keys in key safe.
2. Use where Health Care Workers/family need access to Client, and Client can not easily open door due to mobility/hearing difficulties.
3. Negates the need for "hiding" keys outside and can also assist if accidentally locked out.

### **Where to install Key Safe:**

Close proximity to preferred entry door on sound material, e.g., timber/weatherboards, brick masonry. Thin sheeting e.g., 6mm asbestos cement or cladding may not be suitable.

### Undesirable locations:

Locations remote to main entry door, e.g., laundry, garage or under house. The Key Safe must be easily located by Ambulance staff. HAS will not subsidize Key Safe installations in undesirable locations.

### Things to Remember:

1. Combination will be set by the HAS installer if required. HAS staff can arrange to notify the medical alarm provider of your combination if requested.
2. A Key Safe cannot be opened (or removed) if the combination is lost, except by a Locksmith.

### Client Responsibility:

1. Provide duplicate keys for entry door [key safes have room for two (2) or five (5) keys, depends on model]
2. Provide a combination four (4) to seven (7) digits – all different and between 0 and 9, four digit combination is normal.
3. Notify persons of combination,
  - (a) “Vital Call” if applicable
  - (b) Health Care Workers and emergency services—Ring **QAS on 3635 1800 for information on how to register your key safe code.**
  - (c) Other persons or family (as nominated by Client)
4. Clients in private rental require written permission from Landlord prior to installation. Clients in Units may require Body Corporate approval.
5. Clients in public housing do not need to supply written permission - general permission letter on file at our office.

## SMOKE ALARMS

Smoke alarms are a warning device intended to alert the Occupant to the presence of smoke in a residence.

At a Client's request, ACRO Home Maintenance (Incorporating Stafford/Wavell Home Assist) will install a smoke alarm at a Client's residence if the property does not have **at least one working smoke alarm, that is less than ten years old**. This will be a battery operated **photo electric device**. A subsidy may apply to the cost of supply and install.

A smoke alarm when triggered does not put out the fire or call the fire service. It is the Client's responsibility to maintain the smoke alarm in working order. This involves testing the alarm monthly and keeping in working order, e.g., removing dust particles.

Testing of Smoke Alarms	Press the test button until the alarm sounds
Low battery feature	Alarm will emit "chirp" sound approximately every 60 seconds. Alarm is still operational but needs a replacement battery.
False Alarms	Ants, Dust, spiders, geckos, mist from bathrooms, spraying painting (even several houses away), bushfires can all trigger alarm. Some alarms have a hush feature. Alarms stops beeping when cause removed.

### Information Relating to Smoke Alarms

From 1 January 2017, legislation requires all smoke alarms that are replaced must be photoelectric and existing smoke alarms manufactured more than 10 years ago must be replaced. Smoke alarms that do not operate when tested must be replaced immediately. Existing hardwired smoke alarms that need replacement must be replaced with hardwired smoke alarms. Special alarms are available for persons with hearing or sight disabilities. Currently, compliant photoelectric smoke alarms can be fitted and supplied with either, a one year battery or a ten year non removable battery— cost variations will apply.

## SECURITY

Your security is important to us and your family. Whether it is to adjust a door to close properly, repair a lock or install new locks we can assist in keeping you secure in your home.

Below is an example of some of the security jobs we can assist you with :

- window repairs
- window locks
- door repairs
- door locks
- re-key locks to have one key for all entrances
- installation of door guards on security screen doors
- installation of smoke alarms
- installation of security grilles/doors
- installation of key safes

### **Home Security Hints**

#### *Doors*

- install reliable triple locked security screen doors on external entrances and keep them locked
- door hinges should be mounted so that pins cannot be removed
- fit deadlocks on all external doors
- never open your security door to anyone you do not know

- never leave notes that indicate your absence
- do not hide your door key outside, either install a key safe or take the key with you
- Install door guards to all security screens (not needed on CrimSafe type doors)
- never put your name and address on your key ring

### *Windows*

- fit window locks or stops on all windows and ensure they are keyed alike
- locks should be of the type that cannot be opened if glass is broken
- close blinds and drapes at night so that it is not apparent that you are alone
- fit security screens if possible but ensure there is access from the bedroom window

### *Alarm Systems*

- if you install an alarm system, use transfers or stickers to show that it exists
- test your alarm regularly
- keep a key to the system in the key safe for access by emergency services

### *External*

- lock all garage doors and windows at night
- lock ladders and tools inside garage as they may be used to gain



entry to your home

- be observant of strangers lingering near your home and call police if necessary
- if your home appears to have been burglarised or you disturb intruders, call police immediately and never enter the premises alone

### *Service Callers*

- ask for identification from unknown service callers e.g. tradesmen, delivery people etc.
- if they cannot provide identification and you are in doubt do not let them in and call police or the company they represent
- beware of strangers knocking on the door asking for directions and if you see them knocking on other doors call the police

### *Valuables*

- mark your valuables for easy identification by the police
- valuable jewellery should be photographed in colour
- complete an inventory list of all valuables by make, model and serial number
- do not leave money or valuables in the open
- consider installing a reliable safe

### *Holidays*

- check that all windows and doors are locked
- have a time clock to switch on some lights at night
- cancel all deliveries e.g. papers, milk etc.

- ask the post office to hold your mail if absence is for several weeks
- arrange for garden and lawn to be maintained in your absence
- have rubbish bins put out and returned by a neighbour
- ask family or friends to enter house regularly and rearrange curtains, blinds etc.
- inform neighbours and ask them to keep an eye on your home and clear the mail box

## **OTHER SERVICES**

ACRO Home Maintenance (Incorporating Stafford Home Assist) assists with minor modifications, minor maintenance and repairs to your home. There are other community based organisations in our area that assist with personal care. If you are over sixty five (65) to access these services at home you may need to register with My Aged Care. Some of the services provided are –

### **CENTRE BASED DAY CARE**

This refers to attendance/participation in structured group activities designed to develop, maintain or support the capacity for independent living and social interaction which are conducted in, or from, a centre based setting.

### **DOMESTIC ASSISTANCE**

This refers to assistance with domestic chores, including cleaning, dishwashing, clothes washing and ironing, unaccompanied shopping and bill paying.

## **GOODS & EQUIPMENT**

This refers to the loan or purchase of goods and equipment to assist the person to cope with a disabling condition and/or maintain their independence.

## **MEALS**

This refers to those meals which are prepared and delivered to the client.

## **NURSING CARE**

This refers to professional care from a registered or enrolled nurse.

## **PERSONAL CARE**

This refers to assistance with daily self-care tasks, such as eating, bathing, toileting, dressing, grooming, getting in and out of bed and moving about the house, as well as taking regular medications.

## **RESPIRE CARE**

This refers to assistance received by a carer from a substitute carer who provides supervision and assistance to their care recipient. It is provided to give relief to a carer from their caring role.

## **SOCIAL SUPPORT**

This refers to assistance provided by a worker either within the home environment or while accessing community services which is primarily directed towards meeting the person's need for social contact and/or accompaniment in order to participate in community life. It can include friendly visiting, shopping and bill paying and banking (when the person is accompanied by the worker) phone contact services.

## TRANSPORT

This refers to assistance with transportation either directly or indirectly. Transport is assistance provided so that the client may get out of their house and do chores, attend other activities or community centres, and participate in the community.

Agencies that provide these services in our local area are listed here:

<b>Centacare Enoggera Respite Centre</b>	<b>Phone: 1 300 236 822</b>
<b>Blue Care Northside</b>	<b>Phone : 1300258 322</b>
<b>Anglicare</b>	<b>Phone: 1300 610 610</b>
<b>Ozcare Brisbane North</b>	<b>Phone: 1800 692 273</b>
<b>Veterans Home Care Service</b>	<b>Phone: 1800 555 254</b>
<b>Stafford Meals on Wheels</b>	<b>Phone: 3356 2382</b>
<b>Italian Australian Access and Support (CO.AS.IT.)</b>	<b>Phone: 3262 5755</b>
<b>GOC Care Greek Respite Centre</b>	<b>Phone: 3844 3669</b>
<b>Cathay Community Association (Chinese)</b>	<b>Phone: 3275 3688</b>
<b>St. John Ambulance, Transport Access Project</b>	<b>Phone: 3253 0500 1300 785 646</b>

## **OTHER INFORMATION**

We have included some other information that may be of assistance.

### **SENIORS ENQUIRY LINE**

When you don't know who to call, the Seniors Enquiry Line can provide you with free and confidential information and referrals on any topic including: home help, concessions, finance, legal, social/leisure, health, computers, transport etc. You simply ring them on the telephone and talk to a real person with no question too big or too small.

They are available week days from 9.00 a.m. to 5.00 p.m. Contact details are-

#### **Seniors Enquiry Line**

**Telephone: 1300 135 500**

**TTY Hearing Impaired Service: 133 677**

**Website: [www.seniorenquiryline.com.au](http://www.seniorenquiryline.com.au)**

### **COUNCIL CAB – Community Transport Service**

The Council Cab is Brisbane City Council's shared transport service for those who find it difficult to travel to and from local facilities such as shops and banks.

The Council Cab service is available in different council ward areas and can be used if you live in the catchment area and are:

- Over 60
- Mobility impaired

- Hold a pension concession card or Centrelink senior's card
- A carer or minor accompanying someone who is eligible

The service is provided on a certain day of the week (normally Thursday) and travels to and from various shopping centres depending where you live. It is relatively inexpensive (around \$1- \$3 each way). The service must be booked no later than 2.00 p.m. the day prior to the service. **For hearing impaired book through ACE TTY on 133 677.** More information is available from your local ward office or the Brisbane City Council Cabs call on **3403 2227**.

### **LIFETEC - ASSISTIVE TECHNOLOGY**

Provides an information service on products to assist you in the home.

Call **1300 885 886**

### **ELDER ABUSE PREVENTION UNIT**

The Elder Abuse Prevention Unit promotes the right of older people to live free from abuse. Abuse may take many forms-

- Physical
- Emotional
- Neglect
- Financial
- Sexual

The Elder Abuse Prevention Unit provides a state-wide service .

**Telephone:** **1300 651 192**

**Email:** [eapu@community.org.au](mailto:eapu@community.org.au)

**Website:** [www.eapu.com.au](http://www.eapu.com.au)

**NOTES:**



HOME MAINTENANCE SERVICES  
for seniors & people with disability

3856 6222

[www.acro.com.au](http://www.acro.com.au)

**FRIENDLY AFFORDABLE RELIABLE**



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