

Program News

For clients over 65 who are registered with My Aged Care for Home Maintenance and or Home Modifications the Federal Government has recently announced the extension of the Commonwealth Home Support Program - In the 2019-20 Budget the Australian Government announced that funding for the Commonwealth Home Support Program (CHSP) will be extended from 1 July 2020 to 30 June 2022. This is good news for clients needing in home services as many would be aware and as highlighted by evidence presented at the Royal Commission into Aged Care, there are currently a significant number of older people on the wait list to access Home Care Packages. <https://www.agedcareguide.com.au/talking-aged-care/royal-commission-at-least-2-billion-investment-needed-to-reduce-home-care-package-waiting-times>. The Queensland Government is also continuing funding for Home Assist services across the State and this year ACRO marks a significant milestone with our Home Assist program delivering home maintenance and home modifications services to clients on the northside of Brisbane for Twenty six (26) years. The Department of Housing who administer the program have recently announced they are conducting an evaluation of the Home Assist Program across the state and will be conducting consultations with Program staff and clients in the near future. Please let us know if you would be interested in providing feedback about our program as it is most important for you as the users of this program to be able to communicate the value of the program in supporting your ability to continue living independently in your own homes.

New Standards for My Aged Care & the Clients Charter of Rights

If you are a registered client of My Aged Care and receiving services through the CHSP program you may be aware that from July 1 2019 there have been some new standards introduced for all services delivering Aged Care Services (In home or in residential care). A copy of the new standards is available on the My Aged Care website and we encourage you to become familiar with these standards to ensure you are informed about the framework that our service and all aged care funded services work within. The Aged Care and Quality Safety Commission has produced a short video to inform clients about these changes – it can be accessed here and is also available in a number of different languages

<https://www.agedcarequality.gov.au/resources/standards-consumer-video>

There is also a copy of an overview of the standards here

https://www.agedcarequality.gov.au/sites/default/files/media/acqsc_quality_standards-consumer-outcomes-a2-poster_new_0.pdf

All new clients referred to us via My Aged Care from July 1 will receive a copy of the Clients Charter of Rights. This is a document that we as your service provider sign and provide to you. If you wish you can sign a copy and return it to us or if you prefer just retain it for your information. If you would like more information about the new standards, the charter or any other program information please contact us at any time on (07) 3856 6222 or consult the Aged Care Quality and Safety Commission website

<https://www.agedcarequality.gov.au>

Our friendly staff

Many of you will have already met some of our field staff and will most probably have spoken with our admin staff. We are proud to say that we receive overwhelmingly positive feedback about the services we provide most particularly in relation to our staff being professional and reliable. We know we can't always get everything right but we are committed to delivering the best service for our clients that we can and being responsive to all feedback that we receive. We look forward to the opportunity of speaking with you in the future as we work together to continue to provide in home support services which enable you to maintain living independently in your home.

Far left: Kristine (Occupational Therapist), Rod (Previous Field Officer), Ben (Construction Manager), David (Plumber), Jennifer (Administration Officer), Fiona (Programs Manager), Glenn (Carpenter), Jared (Carpenter), David (Previous Carpenter), Sarah (Daytripper Program), Annelies (Administration Officer), Neil (Accounts Manager)

We also welcome our newest team members Paul (Field Officer) and Alan (Carpenter) - not pictured



Home Safety & Security Update (Key Safes)

Many clients are not aware of the value of having a key safe installed. A **key safe** is a strong metal box in which you can securely store the **key/s** to your door. It is installed into brick or concrete on the outside of your property & your **keys** are accessed by a combination code. The combination code will only be known to you and anyone you choose to provide the code to who needs access to your property e.g family member, home support worker. You can also advise emergency services such as the ambulance of your access code in the case of an emergency. On many occasions we have had clients lock themselves out or in some cases emergency

services have had to break in to assist a client & the installation of a key safe solves these issues. Our staff are able to supply and install a key safe for all eligible clients at any time just ring our office to book a visit from our field officer. He can also undertake a free home safety assessment & check your smoke alarms



Have you got our new number?

(07) 3856 6222

Give Annelies or Jennifer a call and they can post you a free fridge magnet

You can email Annelies at HAS-Admin@acro.com.au or Jennifer at acro_has@acro.com.au



Spring has sprung – Home maintenance and Fire Safety

Well we all know that spring means a chance for some spring cleaning around the home and often a time for some new life in the garden. But unfortunately this year the emergency services are reminding us that it also means we should all be preparing for an early bushfire season. The Queensland Fire Service have issued the following recommendations to all home owners to enhance your property safety and that of our neighbours:

1. Clear leaves, twigs and other debris from the roof and gutters
2. Reduce vegetation loads along access paths, remove excess ground fuels material such as long dry grass, dead leaves and branches and
3. Trim low lying branches up to two metres from the ground surrounding your home.

If you require assistance through our program to undertake any of these maintenance issues ie **gutter cleans** and or **yard tidy ups** please contact our office and we will arrange a subsidised visit from a contractor to help reduce these fire risk factors.

We hope you have enjoyed reading our quarterly newsletter. If you would like more information on any issues around home maintenance or home mods, have any suggestions for future newsletters about topics you would like covered or would like to give us any feedback at any time please contact us. To book a job you can call or email our staff. We are also available as guest speakers for local community groups or events.

Fiona Begg

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