



Worker's name:

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Phone No:

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***This brochure contains excerpts from Woden Community Service Policies and Procedures Manual. A copy of the Manual is available on request***

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Woden Community Service, HACC Program  
PO Box 25, WODEN ACT 2606  
Ph: 6234 6851  
Fax: 6232 5954  
Web: [www.wcs.org.au](http://www.wcs.org.au)

## HOME AND COMMUNITY CARE PROGRAM AND RELATED SERVICES HANDBOOK

Providing services to older and younger persons with a disability and their carers to enable them to remain living as independently as possible within their own homes in the Woden area

***A comprehensive HACC assessment and fees apply for most HACC services***

A Joint Commonwealth and State/Territory Program providing funding and assistance for Australians in need

## OUR SERVICES




We have a variety of Home and Community Care services available to people who live in the Woden area. Please call our friendly staff who will tell you more about these services or refer you on to other services if required.

### Who can use our service?

Individuals and families living in the Woden area who:

- Are frail elderly people with a disability
- Are younger people with a disability
- Are carers of both
- Need help with choices and options
- Need information on other services
- Need assistance with housing

*If you are not sure whether you would be eligible please phone 6234 6851 Monday - Friday—  
8.00am—4.30pm*



*With your knowledge or at your request, referrals to our service can be made by family, friends, health professionals, individuals or other agencies*

## YOUR RIGHTS AS A SERVICE USER



Service users have the right to:

- Be treated with dignity and respect
- Be informed about services and choose from available alternatives
- The right to an advocate of your choice
- To access personal information
- Privacy and confidentiality
- Withdraw consent for support at any time
- Pursue any complaint about service provision without retribution

Service provider responsibilities include:

- To enhance and respect the dignity and independence of the service user
- To ensure that access to service is based only on individual need and the capacity of the service to provide support
- To provide information and options around service delivery

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## Transport

Transport can be provided for service users who are unable to access any other forms of transport. Our experienced staff and volunteers will provide door to door assistance to medical, social, day care and therapeutic groups. Other transport requests will be considered on a case by case basis. At least 3-4 days notice is required for transport bookings and notification of cancellation is required as early as possible. We endeavour to meet all requests but unfortunately during busy times there may be occasions when we cannot assist.

The transport service is available from 7am to 7pm Monday to Friday and weekends. Bookings can be made by phoning 6234 6852 Monday to Friday from 8.30am—4.30pm. A small contribution is required each way for transport.



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## SERVICES AVAILABLE

### Planning and Co-ordinating your needs

Woden Community Service provides support to service users to enhance their independence in their own homes within the Woden community. Support may include arranging assistance to meet your particular needs, including transport, activities and referrals to other support agencies. We can also purchase support to help with domestic assistance, personal care and social support. A small contribution towards the cost of care is requested.

For more information please phone 6234 6851

Services are also available to people living in rural areas south of Canberra affected by the 2003 bushfires.

For further information please phone 6234 6850



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## Respite and Social Groups

A centre based respite group is run on Tuesdays providing social contact and activities for older people who are isolated or whose carers may need a break.

Friday Group for older ladies is run in the Community Room at Woden Community Service which includes activities, speakers and a healthy hot lunch.



Another group on Fridays meets in Lyons where participants enjoy activities and entertainment as well as morning tea and lunch.

Other groups are run in various locations throughout the Woden area. A small contribution is required towards the cost of lunch and activities. To enquire about these groups please phone 6234 6848.

Transport is available for anyone wishing to attend these groups.

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## Volunteer Program

A wonderful team of committed volunteers helps to provide assistance in the following ways:

- Transport
- Shopping/banking/paying bills
- Friendly Visiting
- Group activities



**For information about volunteering  
please phone 6234 6862**