



2021
Client Information
Home Maintenance Services
Domestic Assistance
Social Support
for
Home Care Clients

JobQuest
Connecting People and Skills

ACKNOWLEDGEMENTS

JobQuest's Services are supported by financial assistance from the Australian Government under the

- Home Care Packages Program and the
- Commonwealth Home Support Program [CHSP]

funded through the Commonwealth Department of Social Services.

Veterans Home Care Services are funded through the Commonwealth Department of Veterans Affairs.

Although funding for these programs has been provided by the Australian Government, the material contained herein does not necessarily represent the view or policies of the Australian Government. For more information see: <https://www.myagedcare.gov.au/> or <https://www.dva.gov.au/>

Table of Contents

What services can we offer?	2
Home Maintenance Services	2
Our Service Philosophy	2
Accessing supports.....	3
My Aged Care.....	3
Veteran Home Care.....	3
Do you need an interpreter?.....	4
Your Rights and Responsibilities	4
General Fee Information	5
Complaints about fees.....	5
JobQuest Home Maintenance Fee Principles for CHSP Clients	6
Complaints & Feedback	7
Positive feedback.....	8
Advocacy	9
COVID 19.....	9
Frequently Asked Questions.....	15
How can I access JobQuest Home Maintenance Services?	15
How much will the service cost me?	15
Am I allowed to choose the worker who does the job?	15
Are all JobQuest workers police checked?	16
Do you provide CHSP support in my suburb?	16
Is JobQuest an accredited service?.....	16
Can I change my mind once I start using your services?	17
Can you confirm the exact arrival time of your workers?.....	17
What if I need to cancel my service?.....	17
What payment methods do you accept?.....	17

JobQuest - What we do

JobQuest provides a range of services to Home Care and Veterans Home Care clients.

Our Home Maintenance Services provide subsidised home maintenance services under the Commonwealth Home Support Program (CHSP) which is designed to enable people to live in their own homes and get the assistance they need to do this based on their own personal needs and wishes. The CHSP program operates in Western Sydney and Nepean in the following local government areas only:

Western Sydney - Parramatta, Hills Shire, Cumberland and Blacktown
Nepean – Penrith, Blue Mountains and Hawkesbury

We also provide services under Home Care Packages and Veterans' Home Care Services.

These services operate in the following areas:

- Western Sydney
- Nepean
- Blue Mountains
- Hawkesbury
- Newcastle and the Hunter Region



Examples of our services are listed on the following page.

Government Funded or Subsidised Services

CHSP [Commonwealth Home Support Program] provides entry-level support for older people who are able to continue living independently in their own homes with assistance.

The **Home Care Packages Program** provides older people who want to stay at home with access to a range of ongoing personal services, support services and clinical care that help them with their day-to-day activities.

JobQuest is an approved **Veteran Home Care Service** Provider.

DVA clients can telephone 1300 550 450 to undergo an assessment for services by a VHC Assessment Agency.

Clients who are not eligible for subsidised services can access all services as a fee-for-service customer.

What services can we offer?

Home Maintenance Services

Our Home Maintenance Services include **minor repairs** such as changing light bulbs or small painting jobs, small plumbing or small electrical jobs; and more substantial tasks such as gutter cleaning or rubbish removal and **garden tasks** such as mowing, pruning or weeding. We also do **domestic cleaning** such as regular housekeeping, **spring cleans** and special cleans.

Examples of the jobs we do are as follows:

<ul style="list-style-type: none">• Supply and install bathroom and toilet grab rails• Supply and install outdoor handrails• Replace/repair clotheslines, letterboxes, fly screens, doors and screen doors/locks• Repairs to cement paths, steps, ramps, fences• Tiling and painting• Assembling "Flat-Pack" furniture• Install and checking smoke alarms• Changing light bulbs, tubes and starters• Gutter Cleaning• Pest control including rodent baiting• Weed spraying and top dressing	<ul style="list-style-type: none">• Spring cleans – wash and re-hang curtains, clean blinds, light fitting and ceiling fans• Window and glass door cleaning including sills and tracks ground floor external <u>windows only</u>• Carpet shampooing• Oven and stove cleaning• Heavy slashing and yard clean ups, rubbish removal• Landscape design and planning, garden bed building• High pressure washing – house, driveways, paths etc
---	---

We do many other tasks. If your job is not on this sample list, please give us a call and ask about your particular need.

Our Service Philosophy

Your experience as a client of JobQuest Services is very important to us. We value our clients and expect that our workers will provide the services you require while treating you with dignity and maintaining, where possible, your independence. We deliver services in a manner that is inclusive and respects the identity, culture and diversity of our clients. We respect our client's right to make choices about the services they engage us to provide. We will listen to any concerns, issues or complaints you have and do our very best to rectify these. We will be honest about what we can and can't do for you.

Accessing supports

Many of us prefer to stay at home as we are getting older. Sometimes a little support will go a long way to help us maintain our independence and keep us staying at home. These help could range from mowing the lawn to help with cooking or shopping, depending on your needs and preference.

My Aged Care

The Australian Government subsidises some costs of home support services. If you are 65 years old or older (50 years or older for Aboriginal or Torres Strait Islander people), you may be eligible for subsidised services. So if you notice a change in what you can do, been diagnosed with a medical condition, suffered a fall or have some changes in family care arrangements.

Please contact:

My Aged Care - 1800 200 422

to check if you are eligible. JobQuest staff is always happy to help, so please feel free to contact us if you need any further information.

Veteran Home Care

If you are a Gold Card or White Card holder with low care needs, DVA's Veterans' Home Care (VHC) program can assist you to continue living in your home by providing you with a small amount of practical help.

To receive VHC services, you will need to be assessed by a VHC Assessment Agency as needing home care assistance.

To arrange an assessment call **VHC Assessment Agency - 1300 550 450**

Do you need an interpreter?

Telephone Typewriter (TTY) service are available for people who are deaf or hearing impaired

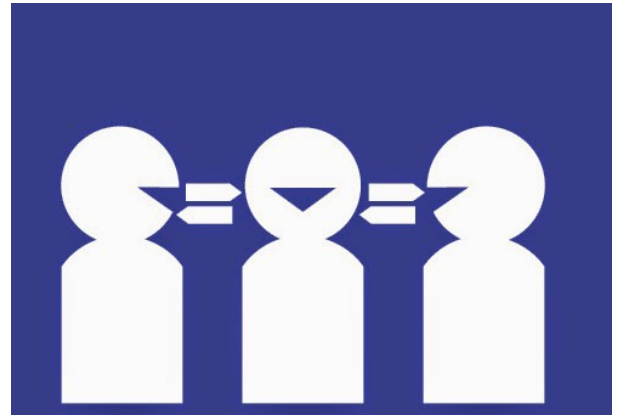
Contact TTY on 1800 810 586

If you speak a language other than English then you can call the Translating and Interpreting Service

(TIS) on

131 450.

Home Care Package Providers can usually provide TIS services free of charge to their clients.



Your Rights and Responsibilities

Every client has certain rights and responsibilities which are set out in various documents.

- For Aged Care clients this is the Charter of Aged Care Rights
- For Department of Veterans Affairs clients this is the Veterans' Home Care Services Rights and Responsibilities
- Australian Consumer Law

You will be provided with the relevant document for your service. Versions of some documents can be provided in languages other than English.

Aged Care Clients are provided with a copy of the relevant document and asked to sign an Aged Care Information Acknowledgement form which is kept on file so we know you have received this information.

Please read through the relevant document for you as it is important for you to know your rights. It's also important for our organisation and our staff that you know your responsibilities as well as our own.

If you have any questions about your rights and responsibilities please do not hesitate to ask.

General Fee Information

JobQuest will provide a Service Booking or Service Quote regarding the fee to be charged for any service and ensure you understand the payment procedures.

All clients will be informed of the fees applicable to them at the time of assessment or commencement of the service.

It may also be necessary to re-assess clients due to a change in circumstances, particularly in relation to their financial situation changes to any funding arrangement for example a move from CHSP to a Home Care Package.

Special fee arrangements are in place for CHSP clients – see the following page.

Australian Consumer Law applies to all businesses that provide goods and services and protects the rights of consumers from unlawful trading practices. The laws relate to contracts, guarantees for goods and services, product safety and selling practices.

JobQuest must abide by consumer laws in its dealings with all clients and customers.

Complaints about fees

All clients have the right to complain about the fee they are being charged if they feel it is unfair or not affordable, either once the initial assessment has been made or at any time while they are receiving services.

Clients may require or elect to have an advocate in the complaint process.

As part of resolving fee complaints, JobQuest will confirm:

- The assessment has established the client's correct income level. The client has significant additional costs affecting their ability to pay for services, and whether the assessor has taken this into account and applied a reduction or waiver of fees.
- The client has understood the fee process and their entitlements. The client's circumstances have changed and the fee needs to be reassessed.
- There is a carer or guardian who should be involved in the fee process.

The same process for managing general complaints is also used for complaints about fees as described on the previous pages.

JobQuest Home Maintenance Fee Principles for CHSP Clients

The following principles provide a consistent framework within which JobQuest operates. The principles are:

- Inability to pay cannot be used as a basis for refusing a service to people who are assessed as requiring a service.
- Where fees are to be charged, it will be done in accordance with a scale of fees appropriate to the client's level of income, amount of service used, and any changes in circumstances and ability to pay.
- JobQuest will charge the full cost of the service where clients are receiving, or have received, compensation payments intended to cover the cost of care.
- Clients with similar levels of income (after considering levels of expenditure) and service usage patterns will be charged equivalent fees for equivalent services.
- Clients with high and/or multiple needs will not be charged more than a specified maximum amount of fees in a given period, irrespective of amounts of services used.
- Fees charged will not exceed the actual cost of service provision. Generally, the fee charged will be all-inclusive and cover all materials used in delivery of the service. Where there is a significant additional cost for material utilised in the provision of a service, a separate fee can be charged.
- Fee collection will be administered efficiently and attempts will be made to minimise the cost of administration.
- The revenue from fees will be used to enhance and/or expand services.
- Assessment of a person's capacity to pay fees will be as simple and unobtrusive as possible, with due regard for individual's privacy. Any information obtained will be treated as confidential.
- Clients and their advocates have the right of appeal against a given fee determination.



Complaints & Feedback

JobQuest welcomes feedback from our customers. We consider any complaint or feedback to be important information which we can use to improve our services. You can be sure that all complaints and feedback will be treated fairly, promptly, confidentially and respectfully.



Our customer service staff contact clients on a regular basis to get feedback on our services. Please let our staff know if you have any issues or concerns that you wish to report.

If you want to raise something yourself, please contact our JobQuest staff by:

Phone Monday to Friday

Sydney office: 8677 8885

Newcastle office: 4960 9024

or 0421 220 152 during business hours

Email

mail@jobquest.org.au

Letter

Unit 7, 79 Mandoon Road, Girraween NSW
2145

Any complaints about the services provided to our clients will be actively processed and monitored in a fair and reasonable manner and the principles of impartiality, transparency, confidentiality and consistency maintained at all times through the process.

The Guidelines for the Aged Care Complaints Scheme will be used to guide our staff in how they process, respond to and monitor complaints made by our elderly clients.

All complaints will be responded to within **2 working days** to enable the relevant supervisor to investigate the complaint.

Every attempt will be made to **resolve all complaints within 14 days**. Where this is not possible the complainant and relevant others will be kept informed of any progress being made on recommended actions.

Any complainant who is unhappy with how a complaint is being handled should make contact with the Manager of JobQuest and raise their concerns.

Aged Care Clients – CHSP and Home Care Packages

If you are not happy with how the complaint is being handled in relation to an elderly client you can contact the Aged Care Quality and Safety Commission:

- Telephone – call 1800 951 822 (free call)
- Online – www.agedcarequality.gov.au
- Email - Audit.Feedback@agedcarequality.gov.au
- In writing – Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city

Department of Veterans Affairs Clients

If you are not happy with how the complaint is being handled in relation to an elderly client who is a veteran you can contact the Department of Veteran Affairs:

- Telephone – call 1800 555 254
- Online – <https://www.dva.gov.au/sites/default/files/dvaforms/D9220.PDF>
- In writing – Manager
Feedback Management Team
GPO Box 9998
SYDNEY NSW 2001

Positive feedback

We are also happy to receive positive feedback on our employees and the work they do for you. Please feel free to contact our staff or our Manager to report on a job well done or a particularly helpful or courteous staff member.



Advocacy

You also have the right to an advocate to help you make a complaint. They offer confidential and independent advice and support for people receiving aged care services. An advocate is someone who stands beside you and works on your behalf and at your direction in a way that represents your expressed wishes.

An advocate can:

- Support you in making decisions that affect your quality of life
- Provide you with information about your rights and responsibilities, and discuss your options for taking action
- Support you when you raise an issue with us or other service providers
- Support you at any stage of a complaints process.

Advocacy is free, independent and confidential. An advocate will always seek your permission before taking action.

Seniors Rights Advocacy Service is part of OPAN [see below] and offers advocacy services to people using in-home care services. An aged care advocate will listen to your concerns, help you to identify your rights and responsibilities, assist you to uphold your rights and speak on your behalf if needed.

Call the Seniors Rights Advocacy Service on **1800 424 079**

The Older Persons Advocacy Network (OPAN) is funded to provide free, confidential and independent advocacy support to older people, their families and representatives across Australia through organisations such as Seniors Rights. Information about OPAN can be found on their website

<http://www.opan.com.au/>

COVID 19

The Department of Health provides information to providers and the public about public health orders and Covid-safe guidelines.

JobQuest must abide by all requirements to ensure that our clients and our staff remain Covid-safe.

This means that workers may need to wear a mask and social distance when providing services.

If you have symptoms or have been tested and are positive for Covid-19 we will not be able to provide services until you are well and have tested negative.

If you are concerned at all about receiving services during the Covid-a9 pandemic, please don't hesitate to contact the office.

Work Health and Safety

Work health and safety is everyone's responsibility

Every employer has a legal responsibility or duty of care to protect the health and safety of people in the workplace.

Our legal responsibilities

NSW is legislated by the WORK HEALTH AND SAFETY ACT 2011 .The legislation requires employers to adopt a risk management approach to eliminating and controlling risks to health and safety.

This means that when working in people's homes our employees must identify, assess and control any risks or hazards before they can commence work. This means that:

- Our staff are required to consider any safety issues that might present at your home,
- Discuss with you how any safety issues might be addressed,
- Report any significant safety issue to their supervisor, and
- Assist the supervisor to work with you to address any significant safety issue.

Example 1:

Mrs Jones lives alone with her pet Alsatian dog. The dog is very protective of Mrs Jones and tends to be very aggressive with strangers. When Joe, the staff member from JobQuest calls at Mrs Jones' to do some work on her house, the dog does not allow him to enter the property.



Joe then calls his supervisor Cheryl who in turn calls Mrs Jones who had not realised that the dog had Joe bailed up at the gate. When Joe gets into the home he does a quick safety check in which he notes the problem with the dog. Arrangements are made with Mrs Jones that the next time Joe is due to call, she will contain the dog in the laundry. Joe also checks he has her phone number in case she forgets to do this.

Example 2:

When JobQuest staff member Maryanne visits Mr Reid for the first time she notices that he has two overloaded powerpoints and a lot a flammable materials in the vicinity of these. Maryanne notes these on the safety checklist and then discusses with Mr Reid her concerns about the risks. Mr Reid agrees that there is a problem and says his daughter had already purchased 2 power boards for him but he had not got around to putting them in place. Maryanne seeks Mr Reid's permission to do this for him, throw out the old double adaptors and move the flammable items from near the power points. Once this is done she then notes on the safety checklist how the risk has been controlled.



Collection of Personal Information and Privacy

In line with its Information Management Policy, JobQuest is committed to ensuring that the privacy of information of all clients is in line with the Privacy and Personal Information Protection Act 2002 (NSW) and the Privacy Act 1988 (Cth).

Information under the Commonwealth Home Support Program is also collected in accordance with the Aged Care Act 1997 the Aged Care Standards and the Records Principles 2014.

Information under the Veterans' Home Care Services is also collected in accordance with the Aged Care Standards and the Deed of Agreement with the Commonwealth Department of Veterans Affairs.

What information is collected by JobQuest?	Why is it collected?
Personal details that enable us to provide your services – name, address, date of birth, proof of identification	Personal details enable us to provide the services you need and determine your eligibility for any subsidised services
Contact information for your primary carer, next of kin or other support person	This is collected so we can contact this person if we cannot raise you or you want us to report to them
Client Risk Profile	This information is collected so we can provide our services in your home safely and that any safety risks that are in your home can be considered and controlled for your protection and that of our Field Workers.
Any assessments or individual plans completed in relation to the client	This information is collected so we are all clear on what your needs are
Any notes about the services provided to the client	This information is collected so we track progress in meeting your needs and document any issues, concerns or feedback from you
Any agreements between clients and JobQuest or records relating to fees being charged	This information is collected so we have a record of our agreements together
Accounts that relate to services received by clients	Records of accounts generated and paid
Records relating to financial status and financial hardship applications and determinations for a client	This is to enable us to determine your fees and your eligibility for subsidised services. It is also collected if we need to consider waiving fees due to hardship.
Records that relate to any complaints made by clients	This information is collected so we have a record of any complaint, how it was handled and how it was resolved.
Records about employees employed who deliver services to our clients	Employee information is kept as a matter of course and JobQuest ensures that it meets the requirements of the Records Principles when keeping records for employees administering and delivering these services.

How long do we keep this information?

While you remain a client of JobQuest we will keep the records about you on file in either paper or electronic form.

When you cease accessing our services, we are required by the Aged Care Act 1997 to keep your records for a period ending 3 years after the 30th June of the year in which the record was made.

If you transfer to another Service Provider a copy of your records may be transferred to this provider with your permission.

If you are a Veterans' Home Care Services client we will keep your records in line with the Aged Care Act 1997 as described above.

Who has access to personal information?

Access to personal information is restricted to senior staff working in the program that provides the services to you, the Manager and Compliance Manager who audits our operations.



REMEMBER THAT YOUR INFORMATION CAN ONLY BE PROVIDED TO A THIRD PARTY BY JOBQUEST WITH YOUR CONSENT!

How can clients get access to the information that JobQuest keeps about them?

- Contact the staff responsible for the service you access;
- A time will be arranged to sit down in private with the proper person to go through the information; and
- You can check that the information that we have on your file is correct.

Disposal of personal information

JobQuest uses an accredited security disposal system.

Access to unlock the secure disposal units while on site for any reason is restricted to the

1. Manager, Coordinator or Project Manager in charge of the site
2. Compliance Manager

Information Privacy Laws

Privacy and Personal Information Protection Act 2002 (NSW) and Privacy Act 1988 (Cth)

For more information contact: Office of the Federal Privacy Commissioner, www.privacy.gov.au

If you have any concerns about the privacy of your information please contact our office.

Privacy Hotline 1300 363 992 (local call charge)



Frequently Asked Questions



How can I access JobQuest Home Maintenance Services?

People aged 65 or above can contact My Aged Care on 1800 200 4 22 for assessment and referral.

DVA clients can telephone 1300 550 450 to undergo an assessment for services by a VHC Assessment Agency.

Our staff will discuss with you about your eligibility and what services might be available to you and ways to get a referral. Your doctor, your friends, your family or other people can also help you to access our services.

Anyone can access our services on a fee-for-service basis, assessments and referrals are only required for subsidised aged care services. We provide a wide range of services at competitive commercial rates.

How much will the service cost me?

There are different fee structures for different types of services. If you have any questions about service cost, please don't hesitate to contact our office for assistance.

CHSP – Commonwealth Home Support Program

As per your service agreement or as per a quote that is given prior to the service JobQuest staff will give you a quote before confirming any job for you.

CHSP clients will not be denied services if suffering from financial hardship and cannot pay the fee.

Home Care Package

If you have a Home Care Package, the funds for the services come out of your package as discussed with your Fund Manager.

Clients allocated a Home Care Package may need to pay for the standard fee of service out of their package.

Veterans Home Care – Department of Veterans Affairs Home Care Services

Your assessment agency will inform you of your contributions. This is generally between \$5 and \$20.

Am I allowed to choose the worker who does the job?

It is important to us that you feel confident and comfortable with the workers that provide services to you. We work very hard to ensure that we match the right staff for your job. However, due to factors often outside of our control, it is not always possible to send a particular worker for your job.

Are all JobQuest workers police checked?

Yes, every person that works for JobQuest, regardless of their position has been police checked. It is JobQuest's policy that all Field Workers and other staff providing our services must have a Criminal Record Check completed within the last 3 years. Those working with vulnerable clients such as aged care and DVA clients, and NDIS participants also have a Working with Children Check.

Do you provide CHSP support in my suburb?

JobQuest provides Home Maintenance Services at a subsidised rate under the Commonwealth Home Support Program. - CHSP in the following local government areas -

Nepean – Penrith Hawkesbury, Blue Mountains

Western Sydney - Cumberland, Parramatta, Blacktown and The Hills.

Where do you provide other Home Maintenance Services?

Western Sydney, Blue Mountains, Hawkesbury

Hunter Region – Newcastle, Lake Macquarie, Cessnock, Maitland, Port Stephens local government areas

Contact the office for specific suburbs or areas.

For Sydney, Blue Mountains Regions contact the Girraween office on 8677 8885

For Hunter Region – contact the Project Manager directly on 0421 220 152.

Where is your office for Aged Care Services based?

JobQuest's has offices at Girraween and Newcastle.

Is JobQuest an accredited service?

Yes, JobQuest is certified under:

- Aged Care Quality Standards;
- NDIS [National Disability Insurance Scheme] Practice Standards;
- AS4801:2001 Occupational Health and Safety Management Systems; and
- Standards for Registered Training Organisations (RTOs).

Can I change my mind once I start using your services?

Yes, our services are flexible and designed to reflect your changing needs and requirements. You can cancel any scheduled booking. All we require is a minimum notice of 2 business days. Apart from this, there is no contracts, no obligations on your behalf.

Clients and participants have the right to change service providers at any time. You will need to give notice so we can re-organise our workers.

Can you confirm the exact arrival time of your workers?

We can advise if our workers will be at your place either in the morning or in the afternoon. However, due to factors not under our control (eg weather, traffic, equipment breakdown, etc), we may not be able to promise any specific time that our workers will arrive at your place. We understand you have other commitments. Our workers may call you before they arrive. They may be able to change their schedule to accommodate your availability.

Also you can arrange for our workers to do the assigned tasks [such as mowing your lawn] without you being there. Please check with the JobQuest staff when you book the service.

What if I need to cancel my service?

Our Field Workers have rosters that we need to give them the week before so they can plan ahead. Because of this we need a minimum of 2 working days' notice so the rosters can be adjusted.

What payment methods do you accept?

If you need to pay for all or some of the services yourself, JobQuest accepts card payments over the phone.

To make a payment call your nearest office – Sydney 8677 8885 or Newcastle 4960 9024.

You can also make payment by internet banking or by direct deposits at your bank or any ANZ branches. The invoice our Field Worker gives you will be your receipt when payment is made.

Please make sure you quote the invoice number as reference when you transfer or deposit the payment to our account.



If you have any other questions, do not hesitate to contact our office!



OFFICE CONTACTS – MONDAY TO FRIDAY – 8:30am to 4:30pm

Girraween

Unit 7, 79 Mandoon Road
Girraween NSW 2145

Phone: (02) 8677 8885

Newcastle

5 McMichael Street
Maryville NSW 2293

Phone: (02) 4960 9024
Mobile: 0421 220 152

E: mail@jobquest.org.au

W: www.jobquest.org.au

Unit 7, 79 Mandoon Road, Girraween 2145