

Client Charter

Our Mission Statement

To respond to all people with a disability, their carers, the public, clients, staff and their associates with the awareness, flexibility, adaptability and empathy in a manner which is inclusive. Ensure that all staff accept their responsibility to prevent discrimination and barriers to access and participation.

HomeCare Australia

Understands and supports the principles of fairness and human rights in all aspects of service delivery. It will ensure that services are provided in an environment free from discrimination, financial, sexual, physical and emotional abuse, neglect or exploitation.

HomeCare Australia Will:

Provide easily understood and accessible information to all clients at service commencement about what the organisation does, how client's can contact the organisation, clients rights, the service standards clients can expect and opportunities to provide feedback or make a complaint.

Ensure clients have access to a fair and transparent system for making complaints and for reporting any breach of their rights.

Support clients to exercise choice and participation in service delivery and direction.

Involve clients in the development of policies and procedures that impact on their service

Our Values:

We will be an organisation that is committed to continuous improvement, to benefit both clients and staff.

We will treat all people with respect and dignity.

We will recognise people's right to self determination.

We will build on strengths and empower people to achieve their potential.

"Because We Care"

Our Vision

Is to provide best-practice care for our client's, delivered by caring and supportive professionals.



The Charter

HomeCare Australia client service charter outlines these rights and responsibilities in a way that is accessible and easily understood by clients.

Our services are available 24 hours per day, 7 days per week by our experienced and professional team of support workers.

Clients can contact us by phoning 1300 769 620; enquiring via our website www.homecareaustralia.com.au or e-mail: info@homecareaustralia.com.au.

Clients can expect a professional and high standard of service from our staff. They will arrive on time, show their HomeCare identification and complete the tasks assigned in a professional manner.

Clients can expect that their personal information will be kept confidential. Clients have the right to have the worker replaced at any time if not completely satisfied. The client is responsible for ensuring that the workplace is safe and free from hazards.

We welcome feedback about our services. Clients will be contacted on a regular basis and asked to provide feedback on the services they have received from us. Feedback can be delivered via e-mail or over the telephone.

Complaints can be made by contacting us on 1900 769 620 our complaints process is detailed separately.

We encourage clients to participate fully in all service delivery decisions.

We support your decision of choice and will engage professionals as required to assist you in making appropriate decisions. These may include interpreters; advocates and culturally appropriate professionals.

Clients can view this Charter on our website www.homecareaustralia.com.au or their information pack when service delivery is commenced.

SERVICES WE PROVIDE

Should you have an enquiry about something not on this list, please contact us.
We pride ourselves on our flexibility.

NDIS	AGED CARE	BROKER SERVICES	PRIVATE SERVICES
Assistance with daily personal activities	Palliative Care	Domestic assistance	Domestic assistance
Assistance with travel/transport arrangements	Dementia Care	Social support	Social support
Development of daily living and life skills (Co-Ordination of supports/Case management)	Services to help you and your loved ones live independently in their own homes for longer	Transport to doctors/ appointments	Transport to doctors/ appointments
Household tasks - handyman and lawns and gardens services; gutter cleans, window cleans, carpet cleans	Case management	Welfare Checks	Welfare Checks - phone calls and visits
Hoarding and squalor clean and ongoing maintenance	Home modifications	Lawns and gardens services	Lawns and gardens services
Participation in community, social and civic activities	Household tasks - handyman and lawns and garden services; gutter cleans, window cleans, carpet cleans	Sleepovers / active overnight assistance	Sleepovers / active overnight assistance
Assistance in coordinating or managing life stages, transitions and supports	Hoarding and squalor clean and ongoing maintenance	Home modifications	Home modifications
Home modifications		Household tasks - handyman and lawns and garden services; gutter cleans, window cleans, carpet cleans	Household tasks - handyman and lawns and garden services; gutter cleans, window cleans, carpet cleans
		Hoarding and squalor clean and ongoing maintenance	Palliative care
			Dementia care
			Services to help you and your loved ones live independently in their own homes for longer