



# **CLIENT INFORMATION AND SERVICE GUIDE**

**Home Modifications**

**Phone: 1300 765 887 - cost of a local call**

**My Aged Care - Commonwealth Home Support  
Program (CHSP)**

**Scope Home Access** is an approved provider to the **My Aged Care - Commonwealth Home Support Program (CHSP)** offering subsidised, basic and entry level aged care services to local communities.

With over 30 years' experience specialising in the provision of home modification services. Our staff and contractors are licenced, qualified, police checked and follow appropriate Work Health & Safety procedures and are committed to providing service in line with the Aged Care Quality Standards.

Our Client Services team are available to support your needs and help you navigate through our subsidised or business services.

## SUBSIDISED SERVICE PROVIDED

### Home Modifications

#### Service Delivery

Scope Home Access provides service to you via our in-house qualified builders, carpenters and handymen. Our construction team work in accordance to the Building Code of Australia (BCA) and appropriate legislation (including licence and qualification requirements for trade supply). For certain sub-trades, we provide service through our monitored, 'preferred contractors' pool.

#### Client Contribution (Fee for service)

The CHSP supports basic, entry-level service provision of home modifications. Client contribution is calculated using the following formula:

Service Type	Client Contribution (Fee for Service)
Modifications up to \$5000	50% of the total cost of service
Modifications over \$5001*	30% of the total cost of service* (with a minimum contribution commencing at no less than \$2,500)

\* Modifications that cost over \$10,000 to the Commonwealth are not generally supported under the Commonwealth Home Support Program (CHSP). The CHSP has a National subsidy cap of \$10,000 for home modifications per client per financial year. Clinically justified applications are reviewed against funding capacity for each service outlet or are referred on to other CHSP outlets that may have capacity within the client's region.

#### GOVERNMENT SUBSIDY

**Government subsidy can *only* be applied to work provided and/or approved by Scope Home Access, it cannot be applied retrospectively.**

## **NON-SUBSIDISED SERVICE PROVIDED**

### **Home Modifications**

As above but without subsidy applied

### **CLIENT CONTRIBUTION (FEE FOR SERVICE)**

In accordance with the government's CHSP Client Fees Framework, all services provided through the CHSP require a client contribution towards each episode of service. Further information regarding fees (including hardship options) can be provided by our Client Services team. Our Client Fees Policy is listed on our website [www.scopehomeaccess.com.au](http://www.scopehomeaccess.com.au) or can be provided to you in hard copy.

### **PRIVACY**

The Scope Home Access Privacy, Dignity & Confidentiality Policy (Policy B01) incorporating the Australian Privacy Principles is available on our website [www.scopehomeaccess.com.au](http://www.scopehomeaccess.com.au). A hard copy can also be provided at your request.

Information that we collect from you in order to provide service under CHSP includes your personal information. Your personal information is protected by law, including by the Commonwealth Privacy Act.

The client management system that we are using is an IT system called the 'Data Exchange'. This system is hosted by the Australian Government Department of Social Services. Your personal information that is stored by the Department on the Data Exchange will only be disclosed to us for the purposes of managing your case.

The Department de-identifies and aggregates data in the Data Exchange to produce information for policy development, grants program administration, and research and evaluation purposes. This includes producing reports for sharing with organisations. This information will not include information that identifies you, or information that can be used to re-identify you, in any way.

You can find more information about the way the Department will manage your personal information in the Department's APP privacy policy, which the Department has published on its website. This policy contains information about how you may access the personal information about you that is stored on the Data Exchange and seek correction of that information. This policy also includes information about how you may complain about a breach of the Australian Privacy Principles by the Department, and how the Department will deal with your complaint.

### **ADVOCACY**

You have a right to use an advocate of your choice to communicate on your behalf with Scope Home Access. This may be a family member, carer, friend or advocacy service (we can help you contact a service if required). If you wish to appoint an advocate please let us know, alternatively we can provide you with an 'Authority to Act as an Advocate' form which can be completed by the person to whom you would like to grant representation of your needs.

### **INTERPRETERS**

If an interpreter is required, this can also be arranged by us. Please advise the staff member who makes contact to book your appointment.

## CLIENT RIGHTS & RESPONSIBILITIES, DIGNITY AND CHOICE

**Your rights:** In line with the new Aged Care Quality Standards, the Charter of Aged Care Rights is provided at the time of service. As a provider we have a responsibility to help you understand your rights when receiving government subsidised services.

Our staff will support you to understand the new Charter and will ask you to sign it to acknowledge you have received a copy and understand your rights under the Charter. You are not obligated to sign the Charter and if you choose not to, this will not prejudice your right for service. As outlined in the Standards, a copy will be retained by Scope Home Access.

More information on the Charter of Aged Care Rights can be found at:

<https://agedcare.health.gov.au/quality/single-charter-of-aged-care-rights>

**Your responsibilities:** In order for us to provide you with the best and most appropriate levels of service, you also need to:

- respect the rights of Scope Home Access staff
- work with Scope Home Access staff to develop and deliver your service appropriately, allowing choice and control over the service you receive
- follow the terms and conditions of any written service agreement or contract
- pay any fees outlined in your quote acceptance or written service agreement or contract
- allow safe and reasonable access to your home for staff and/or contractors at the times agreed

## SOCIAL / PUBLIC HOUSING

We are unable to undertake any kind of modification on Housing Department properties.

## WEBSITE / FACEBOOK

For more information on our services or to browse through our gallery please visit our website at [www.scopehomeaccess.com.au](http://www.scopehomeaccess.com.au), also to keep up with the latest news, services and events follow us on Facebook.

## FEEDBACK AND COMPLAINTS

Feedback is encouraged, we appreciate your comments as this helps us to continually improve our service (completing our Client Survey is a simple way to convey your experience).

If you have any concerns or wish to make a complaint about the service you have received, we would like to hear from you. Your complaint will be dealt with, free from reprisal, fairly and promptly. Please contact our Client Services team who will be happy to assist.

For Feedback and Complaints please contact us via email [info@scopehomeaccess.com.au](mailto:info@scopehomeaccess.com.au), phone 1300 765 887 or write to us at PO Box 926, Dapto NSW 2530. A copy of our Grievance Policy can be found on our website [www.scopehomeaccess.com.au](http://www.scopehomeaccess.com.au) or can be posted to you on request.

## **Further Information**

To assist you further with *information and enquiries relating to the CHSP*, please contact:

**Eligibility and Services:**     **My Aged Care:** Free call **1800 200 422**  
Website: [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

**Financial Options:**         **Good Shepherd Microfinance:** Phone **13 64 57**  
Website: [www.goodshepherdmicrofinance.org.au](http://www.goodshepherdmicrofinance.org.au)

**Advocacy:**                   **Older Persons Advocacy Network (OPAN):** Free call **1800 700 600**  
Website: [www.opan.com.au](http://www.opan.com.au)

**Complaints:**                 **Seniors Rights Service:** Free call **1800 424 079**  
Email: [info@seniorsrightsservice.org.au](mailto:info@seniorsrightsservice.org.au)  
Website: [www.seniorsrightsservice.org.au](http://www.seniorsrightsservice.org.au)

**Aged Care Quality and Safety Commission:** Free call: **1800 951 822**  
Website: <https://www.agedcarequality.gov.au/>