

Rights and Responsibilities

Your rights include:

- ◆ Clear information about what Home Assist Secure (HAS), Commonwealth Home Support Program (CHSP) and Queensland Community Care (QCC) can do for you
- ◆ Courteous, reliable and punctual service
- ◆ Your information kept confidential and private
- ◆ Fair and honest treatment
- ◆ Having a say about the services you receive
- ◆ Information about other local community services
- ◆ The right to make a formal complaint to MICDA Inc Management Committee and receive an answer which is confidential and private
- ◆ Non-discriminatory access to Home Assist Secure (HAS), Commonwealth Home Support Program (CHSP) and Queensland Community Care services (QCC)
- ◆ You have the right to refuse any service

Your responsibilities include:

- ◆ Letting us know in advance if you cannot be home at the time arranged
- ◆ Pay for services as required
- ◆ Treat staff and contractors with dignity, courtesy and respect



Covering the Mount Isa, Cloncurry, McKinlay, Boulia, Richmond, Flinders, Burke and parts of the Carpentaria Shires.

North West Queensland Home Assist Secure

Old Court House, Isa Street,

P.O. Box 345,

Mount Isa. Qld 4825

Phone: 07 4749 0036

Fax: 07 4743 2241

Mobile: 0429 473 513

Mobile: 0412 352 345

Freecall: 1800 640 932

Email: has@micda.org.au

Home Assist Secure (HAS), Commonwealth Home Support (CHSP) and Queensland Community Care (QCC) are auspiced by the Mount Isa Community Development Association Incorporated (MICDA Inc.).

**For complaints contact
the Manager on 4743 6541**

or write to

The Manager,

P.O. Box 345,

Mount Isa. Qld 4825

**Home Assist Secure is funded by the
Department of Housing & Public Works
Commonwealth Home Support Program is funded
by the Department of Health.
Queensland Community Care is funded by the
Department of Communities, Disability Services &
Seniors.**



NORTH WEST QUEENSLAND

HOME ASSIST SECURE

Assistance for Aged Pensioners and
persons of any age with a disability

Phone: 07 4749 0036

Office hours: 8.30AM-2.00PM

Phone hours: 8.30AM-4.30PM

HOME ASSIST SECURE

This program aims to provide practical minor home maintenance services to assist eligible clients who wish to remain living independently in their homes.

To be eligible to receive subsidised assistance relating to health, safety, security and minor home maintenance, you must either:

- ◆ Live in your own home or a rental property
- ◆ Be 60 years of age or over
- ◆ Any age with a disability
- ◆ In receipt of a government pension.
- ◆ Unable to receive services from Home And Community Care, Department of Veterans Affairs, family or friends.

For some of the more expensive jobs, we request quotes from the contractors and discuss at length with you, the client, before doing any work. A signed agreement with you will be required before commencing any quote work.

All jobs that are landlord responsibility will not be undertaken by this program.



COMMONWEALTH HOME SUPPORT PROGRAM

This program provides practical and minor home maintenance services with the aim to assist eligible clients stay in their homes as long as possible.

To be eligible to receive subsidised assistance relating to health, safety, security, minor modifications and minor home maintenance services you must either:

- ◆ Be a frail older person
- ◆ Live in your own home or rental property
- ◆ In receipt of a government pension.
- ◆ Unable to receive services from other sources
- ◆ At risk of going into a care facility

QUEENSLAND COMMUNITY CARE

This services provides practical and minor home maintenance services with the aim to assist eligible clients stay in their homes as long as possible.

To be eligible to receive subsidized assistance relating to health, safety, security, minor modifications and minor home maintenance services your must either:

- ◆ Live in your own home or a rental property
- ◆ Be under 64 years of age
- ◆ Be in receipt of a Disability Pension
- ◆ Unable to receive services from other sources.



COST OF SERVICE

All clients will be expected to pay for materials used in any maintenance work done in the home. Some labour costs may have to be paid for, by you, the client. Home Assist Secure, Home and Community Care and Queensland Community Care programs will subsidise some of the labour costs.

WHAT JOBS DO WE DO?

Below is an example of some of the jobs we can provide a subsidy for:

- ◆ Minor electrical work
- ◆ Free smoke alarm and maintenance
- ◆ Minor plumbing work
- ◆ Clean gutters and downpipes
- ◆ Service air conditioners
- ◆ Grabrails and handheld showers
- ◆ Repair of essential white goods

There are a whole range of jobs we can do. Under our guidelines all jobs should fit into the categories of Health, Safety, Security and Minor Maintenance.

For more information please contact the **North West Queensland Home Assist Secure** office.

Mount Isa: 4749 0036

Freecall: 1800 640 932

Office Hours: Monday to Friday
8.30am to 2.00pm

Phone Hours: Monday to Friday
8.30am to 4.30pm

Mobile:
Project Co-ordinator 0429 473 513
Field Officer 0412 352 345