

Commonwealth Home Support Program (CHSP) - Client Information Sheet

This document is to provide you with a summary of services available through Dubbo Neighbourhood Centre Ltd., operating as **Connecting Community Services (CCS)** and to advise your rights and provide general information about accessing services.

Commonwealth Home Support Program (CHSP)	Funded by the Australian Government, the Commonwealth Home Support Programme (CHSP) provides a range of entry-level aged care services for older people to assist them to live independently at home. The program is for older people aged 65 years and over (or 50 years and over for Aboriginal and Torres Strait Islander people).
Services	CHSP Services provided by our organisation include: <ul style="list-style-type: none"> • Home Modifications • Home Maintenance and Garden Maintenance
How to Obtain Service	To be eligible for a CHSP subsidy clients are to register with My Aged Care and will have an assessment to determine eligibility. If you are unsure if you're registered, please Call My Aged Care on 1800 200 422, or please ask our staff at 31-33 Church Street Dubbo – 1800 319 511.
Client Fees: - Home Modifications - Home/Garden Maintenance	Home Modifications and Home Maintenance are not free services. People referred for CHSP Home Modifications are provided with a no obligation quote to make an informed decision. Our CHSP clients are typically quoted to pay for the material costs of works and the labour component by our tradesman and overheads is subsidised under CHSP. In cases of hardship, individuals may contact our office to discuss alternative arrangements such as payment plans. CHSP subsidised home and garden maintenance rates are published in the Home and Garden Maintenance Price List. Clients will be provided with a CHSP Service Agreement including fees to agree to before services commence.
Prioritising and wait list	Where demand for services exceeds available resources, we may operate a waiting list. Our garden maintenance service is regularly at full capacity. Clients will be notified should a waiting list be introduced or if there may be a delay. We prioritise according to level of need and risk and our capacity to service client's needs. If you require assistance urgently or as a matter of high priority, please contact our office on 1800 319 551.

Refusal / Non-acceptable of service plan.	<p>Clients may refuse service. Refusal of service will not prevent a client from accessing services in the future. Where a client has been referred for a service from My Aged Care and refuses service, including where they advise they have no immediate need for service, or have not accepted the quote/service plan within the stated timeframe their service offer will be revoked. To access the service at a later date they may be required to contact My Aged Care to request a new service referral.</p> <p>We may decline service if the client's needs are outside the scope of the services provided by our organisation, if we do not have the capacity to offer the service, or if the client is located in an area we do not service. The applicant will be informed at the time of enquiry or assessment and information on other services and support options will be discussed.</p>
Charter of Aged Care Rights	We recognise your rights and promote the <i>Charter of Aged Care Rights</i> , providing the same rights to aged care consumers regardless of the type of care received. The Charter is attached to this information sheet.
Assessment and planning: Service Agreement	<p>We undertake initial and ongoing assessment and planning for services. We do this by reviewing your My Aged Care Support Plan and Occupational Therapist Report (for home modifications where applicable), and most importantly discussing and confirming details with you as the client.</p> <p>This discussion will usually occur over the phone and in some cases will involve a home visit. You will be provided with a Service Agreement / Quotation for you to sign if you wish to accept.</p>
<p>The assessment is to determine:</p> <ul style="list-style-type: none"> • Current needs/goals: For example, if you require help with gardens, other home maintenance, home modifications or social support. For other needs we can help you contact other providers who may help. • Preferences: Service frequency—regular scheduled service, on-request or once-off; day/time for service; permissions to do agreed work if no one is home or not; and action you'd like us to take if you are not home or not answering for a scheduled appointment. <p>We will try to meet your needs and preferences, however for the subsidised rate under the CHSP program the service must relate to needs in terms of maintaining accessibility, safety, independence or health and wellbeing. These are basic services primarily for function and safety rather than for aesthetic effect. This includes garden maintenance.</p> <p>If we can't meet all your needs and preferences, we will explain why so you can make an informed decision to proceed with the service or look at other options.</p> <p>Service Agreements will be reviewed at least annually. Where your circumstances, needs or preference change please let our office know.</p>	

<p>Wellness and reablement</p>	<p>We are committed to wellness and reablement approaches to maximise client independence and autonomy – this means you are encouraged to do the tasks you can do safely yourself and we are here to help you with the things that you need assistance with. For example, you may be able to do light pruning yourself but might need help for higher pruning needing ladder work, or you might not be able to mow your lawns temporarily after an injury or illness and require short-term help but in time gain the capacity back to do this task. Home Modifications, such as the installation of a grabrail may help you remain independent without having to rely on a support person.</p> <p><i>People who keep doing everyday tasks live better and longer.</i></p>
<p>Privacy and Confidentiality</p>	<p>You have the right to privacy and confidentiality of your personal information; and to access your personal information. We collect, record and maintain a variety of information about our clients to enable us to deliver services. We comply with the Australian Privacy Principles. We must get consent from our clients to enable us to share information with a third party. For contractual purposes, we are required to report client and service details to state and federal governments. Reported client data is de-identified and used for statistical purposes, research and evaluation. You have the right to refuse in giving this information. Consent is collected via the Client Service Plan. It can be a signature or recognition of a verbal consent.</p>
<p>Health, Safety and Wellbeing. Risk Assessments</p>	<p>Clients have a right to feel safe. Our staff and volunteers undergo a police check to determine suitability for employment.</p> <p>It is expected that staff visiting client homes and clients themselves can be free from safety or health hazards, including physical hazards, verbal abuse, threats, intimidation, and made to feel unsafe. Staff will complete a risk assessment and may ask clients to help by answering questions.</p> <p>If you have any animals, you will need to secure them away from workers. We also ask both clients and workers not to smoke during home visit. If you or someone in your house has an infectious illness, including COVID-19 please call us to notify before your scheduled appointment.</p>
<p>Ageing and Disability Abuse Helpline</p>	<p>You can raise concerns about your own wellbeing or any other older person who you think may be being abused, mistreated or exploited by calling the <i>Ageing and Disability Abuse Helpline</i> on 1800 628 221.</p>
<p>Advance Care Planning and</p>	<p>Advance care planning is thinking about and documenting your preferences for future health care should you find yourself in a position where you are seriously ill or injured and not able to make decisions.</p>

End of Life Planning	While our organisation’s services do not extend to healthcare or personal care, we are still required to raise this matter as part of the assessment and planning process required by the Aged Care Quality Standards. For further information, you may speak to your GP or call Advance Care Planning Australia on 1300 208 582. Alternatively, please contact our office if you would like any further information or if you would like us to make a referral for Advance Care Planning Australia to contact you.
Representatives and Advocates	<p>A representative is a person or organisation you nominate who can speak and act on your behalf. With your consent, they can communicate with My Aged Care, assessors and service providers, and make decisions for you. They could be a family member or friend, a carer, or an organisation. You can change or add another representative at any time.</p> <p>When we receive referrals from My Aged Care we check for listed Representatives and contact the listed Primary Contact (which may be the client themselves or a Representative).</p> <p>All clients have the right to appoint an advocate. An advocate is an impartial person who works on your behalf to help you understand your rights in the aged care system. They can help you with:</p> <ul style="list-style-type: none"> • making decisions about the care you receive • resolving concerns with your aged care provider • increasing your skills & knowledge to advocate for yourself, and more. <p>Where a client wishes to appoint an advocate, we must be informed in writing. Clients can change their advocate at any time. If needed, we can help you find an advocate. Organisations such as the <i>Older Persons Advocacy Network (OPAN)</i> 1800 700 600, can offer help and support.</p>
Feedback	We encourage clients to provide feedback about the service they receive. You may provide feedback in person, in writing or by phoning our office. We will also periodically survey our clients by phone or paper survey, response is optional and clients have the right to remain anonymous.
Complaints	<p>You have a right to complain without fear of retribution, and can expect complaints to be dealt with promptly, respectfully and in consideration of privacy and confidentiality. No clients will be disadvantaged or refused service as a result of raising a complaint. If you have a concern or complaint please let us know by calling our office on 1800 319 551 or emailing info@dnc.org.au</p> <p>You also have the right to contact the Aged Care Quality and Safety Commission on 1800 951 822 if you’re not satisfied with the outcome.</p>
Interpreting Help	Interpreting help is available from the Translating and Interpreting Service National (TIS National) on 131 450.
Contact Us:	<p>Home Support: 0490 540 203 (Monday – Thursday only)</p> <p>Accounts and Dubbo office: 02 6883 2300</p>



A new rights-based Aged Care Act

The new Aged Care Act will put the rights of older people first. It includes a Statement of Rights for older people accessing aged care services. This fact sheet is a plain language summary of those rights.

About the Statement of Rights

The Australian Government is changing Australia's aged care laws. The *Aged Care Act 2024* (the new Act) has a Statement of Rights. This explains what rights older people have when accessing aged care services funded by the Australian Government. The Statement of Rights will replace the current Charter of Aged Care Rights on 1 November 2025.

The full Statement of Rights from the new Act is at the end of this fact sheet.

What the Statement of Rights means for you

The Statement of Rights will help make sure you are at the centre of your aged care.

It gives you the right to:

- make your own decisions about your own life
- have your decisions not just accepted, but respected
- get information and support to help you make decisions
- communicate your wishes, needs and preferences
- feel safe and respected
- have your culture and identity respected
- stay connected with your community.

Independence, choice and control

You have the right to make your own decisions and have control over:

- what funded aged care services you use
- how you access funded aged care services and who provides them
- your money and belongings.

You have the right to get support to make these decisions if you need to.

You also have the right to choose how you live, even if there is some personal risk. For example, choices about your social life and close relationships.

Fair access

You have the right to a fair and accurate assessment to find out what funded aged care services you need.

This assessment should be done in a way that suits you. It should respect your:

- culture and background
- personal experience and any trauma
- cognitive conditions, such as dementia.

You also have the right to get the kind of care you need, when you need it. This includes palliative care and end-of-life care.

Safety and quality

You have the right to safe, quality and fair funded aged care services that treat you with dignity and respect.

This includes the right to access funded aged care services that:

- value and support your identity, culture and background
- respect your experience, including any trauma
- are accessible and meet your needs
- are free from violence, abuse and neglect.

You have the right to access funded aged care services from:

- workers with the right training, skills and experience
- providers that meet all the conditions under the aged care laws.

If you feel unsafe when accessing aged care, you can get free support from lawyers, social workers and other specialists. Visit the [Attorney-General's website](#) for more information on protection against elder abuse.

Respect for your privacy and information

Your provider must:

- respect your personal privacy
- protect your personal information, such as information about your health and finances
- allow you to choose when your personal information can be given to someone else, such as an advocate or a lawyer.

You have the right to get records and information about your rights and the funded aged care services you use. This includes how much they cost.

Communication that meets your needs

You have the right to:

- get information in a way you understand
- give feedback.

You have the right to communicate in the language or method you prefer. This includes using interpreters or communication aids if you need them.

You also have the right to meet with your provider and your supporters in a way that suits you. That might mean meeting at a time of day that works best for you.

Support to raise issues quickly and fairly

When there are issues with your funded aged care services, you have the right to:

- get support from your provider
- complain without fear or being punished
- get a quick and fair response to your complaints.

Support and connection with people and community

You may need support to understand your rights, make decisions or make a complaint. You have the right to get this support from an independent advocate or someone else you choose.

You have the right to communicate with your advocate or support person at any time you like.

Providers should respect the role of the people who are important to you. For example, family, friends and carers.

You have the right to stay connected with:

- the people who are important to you
- your community, including by taking part in leisure or cultural activities
- your pets.

Aboriginal and Torres Strait Islander peoples have a right to stay connected with their community, Country and Island Home.

How to make sure your rights are upheld

Your provider must understand and follow the Statement of Rights. If they don't, you can make a complaint to the Complaints Commissioner.

You can make a complaint online, by phone or by letter. Visit the [Aged Care Quality and Safety Commission website](#) for more information.

If you need support to make a complaint or find information, call the Older Persons Advocacy Network (OPAN) on 1800 700 600.

OPAN has free, independent and confidential advocates to help you.

Statement of Rights in full from the new Act

Below is the full Statement of Rights from section 23 of the new Act.

Independence, autonomy, empowerment and freedom of choice

- (1) An individual has a right to:
 - (a) exercise choice and make decisions that affect the individual's life, including in relation to the following:
 - (i) the funded aged care services the individual has been approved to access;
 - (ii) how, when and by whom those services are delivered to the individual;
 - (iii) the individual's financial affairs and personal possessions; and
 - (b) be supported (if necessary) to make those decisions, and have those decisions respected; and
 - (c) take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.

Equitable access

- (2) An individual has a right to equitable access to:
 - (a) have the individual's need for funded aged care services assessed, or reassessed, in a manner which is:
 - (i) culturally safe, culturally appropriate, trauma-aware and healing-informed; and
 - (ii) accessible and suitable for individuals living with dementia or other cognitive impairment; and
 - (b) palliative care and end-of-life care when required.

Quality and safe funded aged care services

- (3) An individual has a right to:
 - (a) be treated with dignity and respect; and
 - (b) safe, fair, equitable and non-discriminatory treatment; and
 - (c) have the individual's identity, culture, spirituality and diversity valued and supported; and
 - (d) funded aged care services being delivered to the individual:
 - (i) in a way that is culturally safe, culturally appropriate, trauma-aware and healing-informed; and

- (ii) in an accessible manner; and
- (iii) by aged care workers of registered providers who have appropriate qualifications, skills and experience.

- (4) An individual has a right to:
- (a) be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and
 - (b) have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.

Note: Division 1 of Part 4 of Chapter 3 deals with conditions on registered providers, including requirements in relation to the use of restrictive practices and management of incidents.

Respect for privacy and information

- (5) An individual has a right to have the individual's:
- (a) personal privacy respected; and
 - (b) personal information protected.
- (6) An individual has a right to seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

Person-centred communication and ability to raise issues without reprisal

- (7) An individual has a right to:
- (a) be informed, in a way the individual understands, about the funded aged care services the individual accesses; and
 - (b) express opinions about the funded aged care services the individual accesses and be heard.
- (8) An individual has a right to communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.
- (9) An individual has a right to:
- (a) open communication and support from registered providers when issues arise in the delivery of funded aged care services; and
 - (b) make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and
 - (c) have the individual's complaints dealt with fairly and promptly.

Advocates, significant persons and social connections

- (10) An individual has a right to be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.
- (11) An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.

- (12) An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:
- (a) significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the individual lives and visits to family members or friends; and
 - (b) the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and
 - (c) if the individual is an Aboriginal or Torres Strait Islander person—community, Country and Island Home.
- (13) An individual has a right to access, at any time the individual chooses, a person designated by the individual, or a person designated by an appropriate authority.

Copyright

© 2025 Commonwealth of Australia as represented by the Department of Health, Disability and Ageing

Licence (except for Commonwealth logos)



This publication is licensed under a Creative Commons Attribution-Non-Commercial 4.0 International Licence from <https://creativecommons.org/licenses/by-nc/4.0/legalcode.en>. This Licence does not include, and no permission is given for, the use of the Commonwealth logos contained in this publication.

Disclaimer

This publication is not legal advice and must not to be used or relied upon as a substitute for legal advice. Users must seek their own independent legal advice in relation to their particular circumstances.