Privacy and Confidentiality

The Inner West HACC (CHSP/CCSP) Development Officer complies with the Community Services Privacy Act NSW.

Advocacy

The Inner West HACC (CHSP/CCSP) Development Officer accepts advocates representing your interests between you and our service.

Interpreter Services

If an interpreter is required please call the Translating and Interpreter Service on 131 450 and they will assist you in contacting our service.

Access to Your Information

If you require access to information about your service contact the Inner West HACC (CHSP/CCSP) Development Officer.

Contact Details

Marina Antonas
Inner West HACC (CHSP/CCSP)
Development Officer
PO Box 240
BURWOOD NSW 1805

Phone: (02) 9911 9860
Fax: (02) 9715 5266
Mobile: 0408 490 011
Email: marina.antonas@burwood.nsw.gov.au
Website: http://www.innerwesthacc.org/
Website: www.nswhaccdos.org.au

hacc home and community care
Funded by the Australian Government Department of Social Services

NSW GOVERNMENT Family & Community Services
Ageing, Disability & Home Care

Burwood Council
heritage • progress • pride

Inner West HACC (CHSP/CCSP) Development Officer brochure
September 2015

INNER WEST HACC (CHSP/CCSP)
DEVELOPMENT OFFICER

hacc home and community care
Funded by the Australian Government Department of Social Services

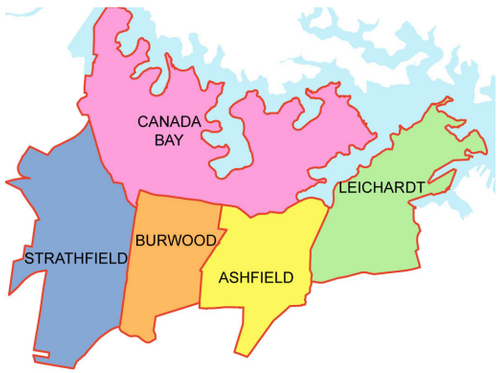
Inner West HACC (CHSP/CCSP) Development Officer

The HACC (CHSP/CCSP) programmes* fund a range of support services to enable frail older people and younger people with a disability to remain living independently at home. Support is also provided to their carers.

The Inner West Area HACC (CHSP/CCSP) Development Officer is funded by the Australian Government Department of Social Services and Family and Community Services Ageing, Disability and is auspiced by Burwood Council.

The service is coordinated by Inner West HACC (CHSP/CCSP) Development Officer.

The Inner West HACC (CHSP/CCSP) Development Officer supports the coordination and development of HACC (CHSP/CCSP) funded services in the local government areas of Ashfield, Burwood, Canada Bay, Leichhardt, and Strathfield.



Local Government Areas serviced by the Inner West HACC (CHSP/CCSP) Development Officer

* Please note: CHSP is an abbreviation for Commonwealth Home Support Programme; CCSP is an abbreviation for Community Care Supports Program.

Services Offered

Information resources on HACC (CHSP/CCSP) and related services;

- Supporting and resourcing of HACC (CHSP/CCSP) networks in the region
- Individual HACC (CHSP/CCSP) service support
- Assistance to implement the Home Care Standards
- Advocacy with and on behalf of HACC (CHSP/CCSP) services and consumer groups
- Development of training programs and planning for the future

Rights and Responsibilities of Service Providers

- The right to receive timely and accurate information
- The right to complain about the service provided by the Inner West HACC (CHSP/CCSP) Development Officer
- The right to have privacy and confidentiality respected
- The responsibility to raise any issues of concern

Complaints

If you are not satisfied with the level or quality of the service provided or the manner in which the service is provided you may lodge a complaint with:

Marina Antonas
Inner West HACC (CHSP/CCSP)
Development Officer
on ph: (02) 9911 9860
email: Marina.Antonas@burwood.nsw.gov.au

or

Senior Manager Community Services and Library
Burwood Council on (02) 9911 9911.

Written complaints marked “confidential” can be sent to the above people at:

Burwood Council
PO Box 240
BURWOOD NSW 1805

All complaints lodged with Council will be acknowledged within three working days.

A complaint can be lodged with the **Aged Care Complaints Scheme** by phoning **1800 550 552** or in writing to:

Aged Care Complaints Scheme
Department of Social Services
GPO Box 9848
In your capital city

Or online: agedcarecomplaints.govspace.gov.au

Complaints relating to disability can be lodged with the NSW Ombudsmen in writing or by phoning (02) 9568 2495. An online complaint form is available at: www.ombo.nsw.gov.au