

Length of visit

The length of time your worker stays will depend on the assessed needs and tasks as detailed in your service plan. Your length of time may vary from visit to visit.

Occupational Health & Safety

As your home becomes a workplace for our staff, we need to ensure that your home is safe from them to complete their duties.

Prior to commencement of services one of our staff members will inspect areas of your house. This includes the layout of the bathroom, trip hazards and anything that may be of risk to our staff.

Our workers have the right to a safe environment and a smoke free work place. If you or your carer smoke we require that you refrain from smoking whilst our worker is in your house. We also ask that you open windows / doors before visit to ventilate the area. We request that all inside pets are kept away from the work areas.

Compliments / complaint

If at any time you wish to tell us how pleased you are with our service or you have a complaint please contact our office staff, Advocacy Tasmania or HACC Tasmania.

To contact the Service

Office hours:

Monday to Friday
8:00am till 4:30pm.

Phone: (03) 6273 3000

Fax: (03) 6273 3002

A message service is available after hours, on weekends and public holidays for **urgent** messages.

Postal address:

PO Box 1025
Glenorchy 7010

Address:

2 Birdwood Avenue
Moonah TAS 7009

Email: hdns@thedistrictnurses.org.au

Website:

www.the-districtnurses.org.au

Advocacy - Freecall: 1800 005 131
- Office: 6224 2240



Service Information



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

Assessment of needs

New Clients

On initial referral you will be visited by a Registered Nurse who will explain service options, eligibility fees, consent and Your Rights and Responsibilities. **There is no charge for this activity.**

If you consent to our services, the nurse will conduct a comprehensive assessment and discuss the level of assistance you need. **There is a fee for this activity.**

A Service Plan will be developed with the information obtained and a Home file with the details will be placed in your home as a guide for our staff.

You will be advised of your visit schedule and any waiting times that may apply.

Existing Clients

Re-assessment of your needs occurs annually or more frequently if required. During this visit you will be reminded of your Rights and Responsibilities.

We will also ask for your consent to continue with your care. This is a charged activity.

The aim of our service is to increase independence in the home. If your assessed need decreases your services may be reduced.

Nursing care

Nursing Care

The frequency of nursing visits will depend on your clinical need. Example of nursing care include:

- Medication management;
- Wound care;
- Continence care;
- Diabetes monitoring; and
- Case management.

Personal Care

If you require assistance with showering or dressing you may be entitled to two visits a week.

If you have continence issues visits may be increased to three times a week.

Visits will occur between 8am and 11am, however, evening care can be arranged in some circumstances.

Assistance with personal care on weekends and public holidays is only available in exceptional circumstances.

Domestic Support

We provide **basic** domestic assistance. This means basic tasks that maintain your "lived in" areas (bedroom, bathroom/toilet, kitchen, lounge/dining). If you require more comprehensive cleaning, our staff can assist you in referring you to an appropriate agency.

Other services

Other services available:-

- bill paying
- shopping
- assisted meal preparation.

Domestic support is generally provided between 11am and 3pm. Whilst we try to keep the day of your visit the same, we cannot guarantee the actual visit time.

We ask you to refrain from making other appointments between 11am and 3pm on the day of your scheduled visit.

If you cancel a scheduled visit, we cannot guarantee that it can be rescheduled in the same week.

Client receiving both personal care and domestic support

If you require both services, these will occur in one visit where possible.

This means that the worker helping with your personal care will also assist with domestic tasks. A visit may include:

- assistance with hygiene;
- making the bed;
- wiping over bathroom/toilet;
- cleaning kitchen benches
- vacuuming living room.

Visit times for the combined care will generally occur between 9am and 12noon.