



Department of Ageing, Disability & Home Care

Mr Mike Rayner
General Manager
Tweed Shire Council
PO Box 816
MURWILLUMBAH NSW 2484

TWEED SHIRE COUNCIL	
FILE No.	GOVT GRANT - Comm Options
Doc. No.	
REC'D	22 NOV 2007
ASSIGNED TO:	WIGGINS
HARD COPY	<input type="checkbox"/>
IMAGE	<input checked="" type="checkbox"/>

WATER, J.

Contact: Anne Maree Lavis
Telephone: 02 6621 1410
Region: Northern
CMU Ref: 07/2684-1
Submission: D07/24349

Dear Mr Rayner

Please find enclosed a revised Service Description Schedule (SDS) for the following service:

- ❖ Tweed Shire Community Options (Id: 496).

This SDS now supersede the earlier documentation forwarded to your organisation previously.

All amendments have been highlighted for your convenience. The amendments have been made as approved by the Northern Region.

These changes to your funding are made pursuant to Clause 6.1.1 of the Department's Funding Agreement. Funding will be in accordance with the terms and conditions of that Agreement. Included in the enclosed package are:

1. Two copies of the Acceptance of Funding Variation which you are required to sign (these must be signed by two (2) Duly Authorised Representatives of your Organisation)
2. Revised Schedule1, Parts B, D & E for this funding variation

Once signed, these changes are considered part of your current Funding Agreement.

Should you require any further information regarding this approval please do not hesitate to contact Anne Maree Lavis on the above telephone number. If you have any enquiries in respect to the enclosed documents, please contact Ursula Arulappen, Contract Management Unit on 9374 3635.

Yours sincerely

Sofina Pender
A/Business Analyst, Contract Management Unit

16/11/07

ABN 34538109783 Address Level 5, 83 Clarence Street, Sydney NSW 2000 Phone (02) 8270 2000 DX 10485 SSE TTY (02) 8270 2167 (for people who are hearing impaired) Website www.dadhc.nsw.gov.au
If you require help translating this information, please call the Translating and Interpreting Service on 13 14 50.

► Contract Management Unit

ACCEPTANCE OF FUNDING VARIATION

We, as duly authorised representatives of the Service Provider, agree that the Service Provider will comply with the Funding Agreement between the Department of Ageing, Disability and Home Care and the Service Provider and agree that the Service Provider will comply with the Schedules attached to this Funding Variation.

The Common Seal Tweed Shire Council(413)

Service Provider's Name

was hereunto affixed in accordance with its articles of association

in the presence of

(name) (Title) (signature)

(name) (Title) (signature)

NOTE: The Service Provider must sign one signature block unless there are two or more organisations providing the services subject of the Agreement.

The Common Seal of _____
Service Provider's Name

was hereunto affixed in accordance with its articles of association

in the presence of

(name) (Title) (signature)

(name) (Title) (signature)

[Department's Use Only]

SIGNED as a Deed
on this _____ day of _____ 2007

Signed sealed and delivered by:

(name) (signature)

pursuant to the authority vested in him/her under an instrument of delegation executed by Minister for Ageing and Minister for Disability Services, New South Wales

before me

(name) (signature)

UA D07/24349

This Variation pertains to approval(s) for the following Service ID Code(s) listed below:

Service ID(s) 496

Stamp Common Seal Here

Stamp Common Seal Here

ACCEPTANCE OF FUNDING VARIATION

We, as duly authorised representatives of the Service Provider, agree that the Service Provider will comply with the Funding Agreement between the Department of Ageing, Disability and Home Care and the Service Provider and agree that the Service Provider will comply with the Schedules attached to this Funding Variation.

The Common Seal Tweed Shire Council(413)

Service Provider's Name

Stamp Common Seal Here

was hereunto affixed in accordance with its articles of association

in the presence of

(name) (Title) (signature)

(name) (Title) (signature)

NOTE: The Service Provider must sign one signature block unless there are two or more organisations providing the services subject of the Agreement.

The Common Seal of _____
Service Provider's Name

Stamp Common Seal Here

was hereunto affixed in accordance with its articles of association

in the presence of

(name) (Title) (signature)

(name) (Title) (signature)

[Department's Use Only]

SIGNED as a Deed
on this _____ day of _____ 2007

Signed sealed and delivered by:

(name) (signature)

pursuant to the authority vested in him/her under an instrument of delegation executed by Minister for Ageing and Minister for Disability Services, New South Wales

before me

(name) (signature)

UA D07/24349

This Variation pertains to approval(s) for the following Service ID Code(s) listed below:

Service ID(s) 496

SCHEDULE 1 Part B of the SERVICE DESCRIPTION SCHEDULE

Funded Service Report for 2007-2008 Financial Year

Tweed Shire Council

A.B.N.: 90 178 732 496

List of Services for which Funding is Provided

Service Id and Name	Period of Agreement	Start Date	End Date	Funding Stream	Installment Type	Recurrent	CYE	Non Recurrent	
496	Tweed Shire Community Options	3	01-Jul-2007	30-Jun-2009	Home and Community Care	Q	\$433,784	\$433,784	\$0
Tweed Shire Council Total:							\$433,784	\$433,784	\$0

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

SERVICE DETAILS

Service Provider Name:	Tweed Shire Council
DADHC Region:	FN Coast - LPA
Funding Program:	Home and Community Care

Service Name:	Tweed Shire Community Options	Service ID:	496
HACC MDS ID:	10316	Service Type:	10.21 Multi Service Outlet
Program:	HACC	Outlet Count:	1
Service Email Address:	LWiggins@tweed.nsw.gov.au		
Physical Flat/Unit/Street Number and Name:	Tumbulgum Road	Physical Town or Suburb:	MURWILLUMBAH
Physical State/Territory:	NSW	Physical Post Code:	2484
Contact Person Name:	Linda Wiggins	Position Title:	Community Worker Aged Services
Telephone Number 1:	0755693110	Telephone Number 2:	
Facsimile:	0755693111	Mobile Telephone:	
TTY Telephone Number:		Free Call Number:	
Postal Flat/Unit/Street Number and Name:	PO Box 816	Postal Town or Suburb:	MURWILLUMBAH
Postal State/Territory:	NSW	Postal Post Code:	2484
Start Date of Funding:	01/Jul/2006	End Date of Funding:	30/Jun/2009

Local Government Area	Local Planning Area	State Electorate	Federal Electorate
Tweed	Far North Coast	Tweed	Richmond

Target Groups

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

Funding Summary - 2007/2008

Service Provider Name:	Tweed Shire Council
Service Name:	Tweed Shire Community Options
Service ID:	496

Service Type	Service Model	Payment Type	Start Date	Finish Date	Funding Amount	Full Year Current Year		Outputs
						Amount	Amount	
10.15 Case Management	COPS	Recurrent	01/Jul/2007	30/Jun/2009	323,859	323,859	6,663	6,663
		Total Funding and Outputs:			323,859	323,859	6,663	6,663
10.16 Home Modification	Standard-10.16	Recurrent	01/Jul/2007	30/Jun/2009	2,989	2,989	2,989	2,989
		Total Funding and Outputs:			2,989	2,989	2,989	2,989
10.22 Goods and Equipment	Standard-10.22	Recurrent	01/Jul/2007	30/Jun/2009	10,993	10,993	10,993	10,993
		Total Funding and Outputs:			10,993	10,993	10,993	10,993
10.01 Domestic Assistance	Standard-10.01	Recurrent	01/Jul/2007	30/Jun/2009	19,698	19,698	344	344
		Total Funding and Outputs:			19,698	19,698	344	344
10.12 Meals Service	Standard-10.12	Recurrent	01/Jul/2007	30/Jun/2009	4,947	4,947	782	782
		Total Funding and Outputs:			4,947	4,947	782	782
10.10 Personal Care	Standard-10.1	Recurrent	01/Jul/2007	30/Jun/2009	31,747	31,747	622	622
		Total Funding and Outputs:			31,747	31,747	622	622
10.14 Respite Care	Standard-10.14	Recurrent	01/Jul/2007	30/Jun/2009	16,796	16,796	577	577
		Total Funding and Outputs:			16,796	16,796	577	577
10.02 Social Support	Standard-10.02	Recurrent	01/Jul/2007	30/Jun/2009	9,894	9,894	796	796
		Total Funding and Outputs:			9,894	9,894	796	796
10.19 Transport	Standard-10.19	Recurrent	01/Jul/2007	30/Jun/2009	12,861	12,861	764	764
		Total Funding and Outputs:			12,861	12,861	764	764
10.01 Domestic Assistance	Standard-10.01	Recurrent	01/Jul/2007	30/Jun/2009	-8,705	-8,705	0	0
		Total Funding and Outputs:			-8,705	-8,705	0	0
10.02 Social Support	Standard-10.02	Recurrent	01/Jul/2007	30/Jun/2009	3,297	3,297	3,297	3,297
		Total Funding and Outputs:			3,297	3,297	3,297	3,297

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

Funding Summary - 2007/2008

Service Provider Name:	Tweed Shire Council
Service Name:	Tweed Shire Community Options
Service ID:	496

Service Type	Service Model	Payment Type	Start Date	Finish Date	Funding Amount	Current Year Amount	Outputs
10.10 Personal Care	Standard-10.1	Recurrent	01/Jul/2007	30/Jun/2009	-9,762	-9,762	0
		Total Funding and Outputs:			-9,762	-9,762	0
10.12 Meals Service	Standard-10.12	Recurrent	01/Jul/2007	30/Jun/2009	-550	-550	0
		Total Funding and Outputs:			-550	-550	0
10.14 Respite Care	Standard-10.14	Recurrent	01/Jul/2007	30/Jun/2009	5,189	5,189	0
		Total Funding and Outputs:			5,189	5,189	0
10.16 Home Modification	Standard-10.16	Recurrent	01/Jul/2007	30/Jun/2009	11,301	11,301	11,301
		Total Funding and Outputs:			11,301	11,301	11,301
10.19 Transport	Standard-10.19	Recurrent	01/Jul/2007	30/Jun/2009	-4,067	-4,067	0
		Total Funding and Outputs:			-4,067	-4,067	0
10.22 Goods and Equipment	Standard-10.22	Recurrent	01/Jul/2007	30/Jun/2009	3,297	3,297	3,297
		Total Funding and Outputs:			3,297	3,297	3,297

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

Service Details

Service Provider Name:	Tweed Shire Council
Service Name:	Tweed Shire Community Options
Service ID:	496
Service Type:	10.21 Multi Service Outlet

HACC Multi Service Outlet (MSO)

Service types included under the MSO for this provider

MDS Code	MDS Service Type	Service Model	Funding	Outputs
10.01	Domestic Assistance	Standard-10.01	10,993	344
10.02	Social Support	Standard-10.02	13,191	796
10.10	Personal Care	Standard-10.1	21,985	622
10.12	Meals Service	Standard-10.12	4,397	782
10.14	Respite Care	Standard-10.14	21,985	577
10.15	Case Management	COPS	323,859	6,663
10.16	Home Modification	Standard-10.16	14,290	14,290
10.19	Transport	Standard-10.19	8,794	764
10.22	Goods and Equipment	Standard-10.22	14,290	14,290

1. Service Type Descriptions:

Service Objectives

- To provide a comprehensive, coordinated and integrated range of basic maintenance and support services for frail aged people, people with a disability who are at risk of premature or inappropriate admission to long term residential care and their carers.
- To support these people in the absence of basic maintenance and support services to be more independent at home and in the community, thereby enhancing their quality of life and/or preventing their premature or inappropriate admission to long term residential care.
- Provide flexible, timely services that respond to the needs of clients.

Description:

Additional attachments for each one of the service types provided at the Multi Service Outlet are required.

Activities:

Additional attachments for each one of the service types provided at the Multi Service Outlet are required.

Outcomes:

- Multi Service Outlet services are provided and are:
- Needs based.
 - Appropriate.
 - Effective.
 - Used by special needs groups.
 - Designed to prevent clients from prematurely progressing to higher level services

Measures:

- Clients' access to a service is decided only on the basis of relevant need using agreed targeting strategies.
- Clients are informed about their rights and responsibilities and the services available and are consulted about any changes required.
- Clients receive the benefit of well-planned, efficient accountable management.
- Clients receive coordinated services that are planned, reliable and meet their specific ongoing needs.
- Clients' rights to privacy and confidentiality are respected, and they have access to personal information held by the agency.
- Clients have access to fair and equitable procedures for dealing with complaints and disputes.

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

Service Details

Service Provider Name:	Tweed Shire Council
Service Name:	Tweed Shire Community Options
Service ID:	496
Service Type:	10.21 Multi Service Outlet

- Clients have access to an advocate of their choice.
- Clients receive support for effective transition to high level services when required.
- Clients should not receive a combination of HACC services that is more costly than residential care.

2. Special Conditions

1. CASE MANAGEMENT/COMMUNITY OPTIONS (COPS) MODEL

A 5% variance on contracted services is allowed and needs to be appropriately reported through MDS. Brokerage funds are to purchase needed but unavailable care and support services. The estimated distribution of these funds across HACC service types is not designed to constrain the case manager in providing flexible responses to individual needs. Services should report outputs against the actual service types purchased with the brokerage funds.

Brokerage funds may be used to purchase:

- Buy or lease one-off goods or services that have quality of life benefits and would greatly assist the client to remain at home. This is confined to goods not available to eligible clients through PADP.
- The types of care and support services that are not usually available from the community care network but are required due to the client's unique needs and to meet the HACC case management project's duty of care obligations.
- Regular HACC services for an interim period of no longer than three months with review, when the needed HACC service is operating at capacity and the HACC agency can demonstrate that it needs funds to provide the service; the client is eligible for the service and is awaiting a place and/or the client is in danger of premature or inappropriate institutionalisation in the absence of service provision.
- Case Management services should provide reports to their DADHC Regional Planners regarding services not available after three months.
- Interim services should be purchased at the best price and quality available.
- Brokerage funds cannot be used to purchase on-going HACC services. HACC services cannot receive full cost reimbursement of services provided to HACC case management clients in any other circumstances than those listed above.
- Notional split of brokerage funds for use in the HACC State Plan and contract payment systems only - not to be used to prescribe actual service purchasing in response to identified individual client needs:

Goods & Equipment- 10.0%

Personal Care- 28.8%

Respite- 15.3%

Domestic Assistance-18.0%

Meals-4.5%

Home Maintenance - maintenance only-2.7%

Social Support-9.0%

Transport - individual-11.7%

2. HOME MODIFICATION

A 5% variance on contracted services is allowed and needs to be appropriately reported through MDS.

3. GOODS AND EQUIPMENT

A 5% variance on contracted services is allowed and needs to be appropriately reported through MDS. (

4. A 5% variance on contracted services is allowed and needs to be appropriately reported through MDS.

5. MEALS

A 5% variance on contracted services is allowed and needs to be appropriately reported through MDS.

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

Service Details

Service Provider Name:	Tweed Shire Council
Service Name:	Tweed Shire Community Options
Service ID:	496
Service Type:	10.21 Multi Service Outlet

6. PERSONAL CARE SERVICES

A 5% variance on contracted services is allowed and needs to be appropriately reported through MDS.

Personal Care services must be flexible and endeavour to match service provision with the client's lifestyle requirements. This includes provision of service outside standard business hours and over the weekend.

For children under the age of six, most personal care tasks would be considered to be normal parental care.

7. RESPITE

A 5% variance on contracted services is allowed and needs to be appropriately reported through MDS.

Under the HACC Program, overnight respite cannot be provided in a centre-based or residential care setting other than the client or host family home

8. SOCIAL SUPPORT WHEN APPLIED AS DEMENTIA MONITORING

A 5% variance on contracted services is allowed and needs to be appropriately reported through MDS.

For MDS reporting purposes, Dementia Monitoring is reported as Social Support in hours and minutes of actual service. Where service provision includes participation in case management or liaison with the ACAT this is recorded as hours and minutes of coordination/care planning.

9. TRANSPORT

A 5% variance on contracted services is allowed and needs to be appropriately reported through MDS.

Transport services funded under the Home and Community Care (HACC) Program are administered through the NSW Ministry of Transport. Organisations providing services with vehicles carrying eight or more passengers must be an accredited operator or be willing to become an accredited operator under the NSW Ministry of Transport's Community Transport Accreditation Standards.

HACC funded transport does not include transport to and from employment, education or training options or early intervention/children's programs.

Transport services with additional capacity are able to provide services to non-HACC clients at full cost recovery.

Where a centre based day care service purchases transport to and from the centre, this is reported in the MDS by the centre based day care service not the transport service.

3. Assets

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

Service Details

Service Provider Name:	Tweed Shire Council
Service Name:	Tweed Shire Community Options
Service ID:	496
Service Type:	10.10 Personal Care

1. Service Type Descriptions:

Service Objectives

- To provide a comprehensive, coordinated and integrated range of basic maintenance and support services for frail aged people, people with a disability who are at risk of premature or inappropriate admission to long term residential care and their carers.
- To support these people in the absence of basic maintenance and support services to be more independent at home and in the community, thereby enhancing their quality of life and/or preventing their premature or inappropriate admission to long term residential care.
- Provide flexible, timely services that respond to the needs of clients.

Description:

Personal Care refers to assistance with daily self-care tasks in order to help a service user to maintain appropriate standards of hygiene and grooming

Activities:

- Assistance with (or supervision of) bathing, showering or sponging.
- Assistance with dressing and undressing.
- Assistance with shaving, hair care and grooming.
- Limited nail care, following appropriate professional assessment.
- Assistance with mobility (in bed and out of bed) such as to sit up, to turn, to stand and walk, to sit, to transfer to commode, wheelchair, chair or vehicle.
- Assistance with toileting.
- Assistance with prescribed exercise or therapy programs.
- Assistance with fitting and use of appliances such as splints and callipers or hoists.
- Assistance with hearing aids and communication devices.
- Assistance with feeding (eating and drinking) if it occurs whilst other personal care services are being provided.
- Monitoring self-medication.
- Identification of situations such as pressure areas and ulcers, where referral to a nursing service is required.
- Referral to high-level services when required.

Outcomes:

- Personal Care services are provided and are:
 - Needs based.
 - Appropriate.
 - Effective.
 - Used by special needs groups.
 - Designed to prevent clients from prematurely progressing to higher level services.

Measures:

- Clients' access to a service is decided only on the basis of relevant need using agreed targeting strategies.
- Clients are informed about their rights and responsibilities and the services available and are consulted about any changes required.
- Clients receive the benefit of well-planned, efficient accountable management.
- Clients receive coordinated services that are planned, reliable and meet their specific ongoing needs.
- Clients' rights to privacy and confidentiality are respected, and they have access to personal information held by the agency.
- Clients have access to fair and equitable procedures for dealing with complaints and disputes.
- Clients have access to an advocate of their choice.
- Clients receive support for effective transition to high-level services when required.

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

Service Details

Service Provider Name:	Tweed Shire Council
Service Name:	Tweed Shire Community Options
Service ID:	496
Service Type:	10.10 Personal Care

Clients receive support for effective transition to high level services when required.

-Clients should not receive a combination of HACC services that is more costly than residential care.

2. Special Conditions

3. Assets

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

Service Details

Service Provider Name:	Tweed Shire Council
Service Name:	Tweed Shire Community Options
Service ID:	496
Service Type:	10.15 Case Management

1. Service Type Descriptions:

Service Objectives

- To provide a comprehensive, coordinated and integrated range of basic maintenance and support services for frail aged people, people with a disability who in the absence of basic maintenance and support services are at risk of premature or inappropriate admission to long term residential care and their carers.
- To support these people to be more independent at home and in the community, thereby enhancing their quality of life and/or preventing their premature or inappropriate admission to long term residential care.
- Provide flexible, timely services that respond to the needs of clients.

Description:

Case Management refers to a collaborative and client focussed process for managing support provision to people with chronic, ongoing or complex conditions or situations. It includes processes of assessment, care planning, implementation, monitoring and case closure and uses a planned approach to achieve an optimal and agreed client outcome and maximum independence in a cost effective way.

Case Management projects specifically target:

- People who have a range of interacting physical/medical, social and emotional needs, usually regarded as complex needs, and who require comprehensive assessment and formal case management.
- People who need short term, ongoing or periodic assistance from a case manager to organise and co-ordinate community care services.
- People whose needs can rapidly change and who need a case manager to monitor their situation and ensure a quick and flexible service response when needed.
- People who need specific types, mixes or levels of support services that are not usually provided by community care services and who need a case manager to help organise them. These special needs can be due to their ethnic or Aboriginal background, dementia or geographic isolation.
- The carers of these people.

Activities:

- Screening and Comprehensive Assessment that includes intake and referral activities.
- Care Planning.
- Care Plan Implementation which includes provision for both direct service delivery and brokerage.
- Monitoring and Evaluation.
- Case Closure and Exit.

The possible applications of the Case Management Model include:

- Long Term Case Management
- Short Term Case Management
- Episodic Case Management
- Joint Case Management

Outcomes:

Case Management services are provided and are:

- Needs based.
- Appropriate.
- Effective.
- Used by special needs groups.
- Designed to prevent clients from prematurely progressing to higher level services.

Measures:

Clients' access to a service is decided only on the basis of relevant need using agreed targeting strategies

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

Service Details

Service Provider Name:	Tweed Shire Council
Service Name:	Tweed Shire Community Options
Service ID:	496
Service Type:	10.15 Case Management

Clients' access to a service is decided only on the basis of relevant need using agreed targeting strategies.

Clients are informed about their rights and responsibilities and the services available and are consulted about any changes required.

Clients receive the benefit of well-planned, efficient accountable management.

Clients receive coordinated services that are planned, reliable and meet their specific ongoing needs.

Clients' rights to privacy and confidentiality are respected, and they have access to personal information held by the agency.

Clients have access to fair and equitable procedures for dealing with complaints and disputes.

Clients have access to an advocate of their choice.

Clients receive support for effective transition to high level services when required.

Clients should not receive a combination of HACC services that is more costly than residential care.

2. Special Conditions

3. Assets

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

Service Details

Service Provider Name:	Tweed Shire Council
Service Name:	Tweed Shire Community Options
Service ID:	496
Service Type:	10.16 Home Modification

1. Service Type Descriptions:

Service Objectives

- To provide a comprehensive, coordinated and integrated range of basic maintenance and support services for frail aged people, people with a disability who in the absence of basic maintenance and support services are at risk of premature or inappropriate admission to long term residential care and their carers.
- To support these people to be more independent at home and in the community, thereby enhancing their quality of life and/or preventing their premature or inappropriate admission to long term residential care.
- Provide flexible, timely services that respond to the needs of clients.

Description:

Home Modification refers to assistance with modifications and renovations to the homes, gardens and yards of frail older people, younger people with a disability or their carers to help them to cope with a disabling condition and to keep the home in a safe and habitable condition.

Activities:

- Liaison with other HACC providers to ensure provision of a safe home for clients, carers and care-workers.
- Liaison with appropriate allied health providers, principally occupational therapists, regarding assessment of an individual's needs and identification of modification work to meet that person's requirements.
- Scoping, costing and planning modification work, sourcing appropriate materials and suitably qualified tradespeople and handypersons in accordance with agreed quality standards for the building industry and the HACC program.
- Establishing payment arrangements with the client.
- Providing modifications such as grab rails, widening doorways, handrails, ramps, shower rails, appropriate tap sets, installation of emergency alarms and other minor modifications.
- Providing some major dwelling modifications such as the redesign of a bathroom or kitchen or converting a garden to low maintenance.
- Liaison with the Home Modification Clearing House to ensure that information for recommended modifications is up to date.

Outcomes:

Home Modification services are provided and are:

- Needs based.
- Appropriate.
- Effective.
- Used by special needs groups.
- Designed to prevent clients from prematurely progressing to higher level services.

Measures:

- Clients' access to a service is decided only on the basis of relevant need using agreed targeting strategies.
- Clients are informed about their rights and responsibilities and the services available and are consulted about any changes required.
- Clients receive the benefit of well-planned, efficient accountable management.
- Clients receive coordinated services that are planned, reliable and meet their specific ongoing needs.
- Clients' rights to privacy and confidentiality are respected, and they have access to personal information held by the agency.
- Clients have access to fair and equitable procedures for dealing with complaints and disputes.
- Clients have access to an advocate of their choice.
- Clients receive support for effective transition to high-level services when required.
- Clients should not receive a combination of HACC services that is more costly than residential care.

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

Service Details

Service Provider Name:	Tweed Shire Council
Service Name:	Tweed Shire Community Options
Service ID:	496
Service Type:	10.16 Home Modification

Clients should not receive a combination of NDIS services that is more costly than residential care.

2. Special Conditions

3. Assets

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

Service Details

Service Provider Name:	Tweed Shire Council
Service Name:	Tweed Shire Community Options
Service ID:	496
Service Type:	10.12 Meals Service

1. Service Type Descriptions:

Service Objectives

- To provide a comprehensive, coordinated and integrated range of basic maintenance and support services for frail aged people, people with a disability who in the absence of basic maintenance and support services are at risk of premature or inappropriate admission to long term residential care and their carers.
- To support these people to be more independent at home and in the community, thereby enhancing their quality of life and/or preventing their premature or inappropriate admission to long term residential care.
- Provide flexible, timely services that respond to the needs of clients

Description:

Meals services refer to the preparation and delivery of meals or other food items which contribute to meeting a client's daily nutrition requirements.

Activities:

- Providing of a range of meal types including a meal delivered daily or frozen meals which the service user may heat at his/her convenience. The meal may be delivered to a client home or be provided in a group environment such as centre-based day care or community restaurant.
- Heating and plating the delivered meal ready for the client to eat and cleaning up afterwards.
- Prompting or assisting with eating and drinking if not part of a personal care service.
- Ensuring access, wherever possible, to a range of different meal types including culturally appropriate meals for Aboriginal people and people from culturally and linguistically diverse backgrounds, vegetarian meals and meals which meet specific dietary requirements.
- Providing of social contact.
- Monitoring of client's well being and referral to other services as appropriate.
- Providing meal choices from a regularly changing menu.

Outcomes:

Meal services are provided and are:

- Needs based.
- Appropriate.
- Effective.
- Used by special needs groups.
- Designed to prevent clients from prematurely progressing to higher level services.

Measures:

- Clients' access to a service is decided only on the basis of relevant need using agreed targeting strategies.
- Clients are informed about their rights and responsibilities and the services available and are consulted about any changes required.
- Clients receive the benefit of well-planned, efficient accountable management.
- Clients receive coordinated services that are planned, reliable and meet their specific ongoing needs.
- Clients' rights to privacy and confidentiality are respected, and they have access to personal information held by the agency.
- Clients have access to fair and equitable procedures for dealing with complaints and disputes.
- Clients have access to an advocate of their choice.
- Clients receive support for effective transition to high level services when required.
- Clients should not receive a combination of HACC services that is more costly than residential care.

2. Special Conditions

3. Assets

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

Service Details

Service Provider Name:	Tweed Shire Council
Service Name:	Tweed Shire Community Options
Service ID:	496
Service Type:	10.12 Meals Service

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

Service Details

Service Provider Name:	Tweed Shire Council
Service Name:	Tweed Shire Community Options
Service ID:	496
Service Type:	10.19 Transport

1. Service Type Descriptions:

Service Objectives

- To provide a comprehensive, coordinated and integrated range of basic maintenance and support services for frail aged people, people with a disability who in the absence of basic maintenance and support services are at risk of premature or inappropriate admission to long term residential care and their carers.
- To support these people to be more independent at home and in the community, thereby enhancing their quality of life and/or preventing their premature or inappropriate admission to long term residential care.
- Provide flexible, timely services that respond to the needs of clients.

Description:

Transport services are provided for frail older people, younger people with a disability and their carers who require transport services with appropriate support to enable them to remain living independently in the community. Transport services support access to community activities and services. Assistance with transport may be provided either directly or indirectly (eg, taxi voucher or subsidies, or brokered through other transport providers).

Transport service may be provided on an individual or group basis

Activities:

- Provision of a range of flexible and responsive transport options.
- Operation of telephone booking service.
- Coordination of client bookings, matching client need with the most appropriate transport mode and support.
- Organisation of trips, including culturally appropriate social trips and shopping services with access to a range of retail, banking, postal, library and other services (for group transport).
- Provision of client assistance to and from the vehicle, on vehicle assistance during group trips, and possible waiting with client at their destination (for individual transport).
- Provision of transport services to doctors and specialist or other medical appointments.
- Safe carriage of trip-related parcels and/or equipment.
- Provision of group transport for clients to and from their home to a Centre-Based Day Care or social support activity group.
- Provision of suitable, wheelchair accessible vehicles
- Effective asset management of vehicles including lease, purchase, modification of vehicles, maintenance and replacement.
- Management of service to ensure maximum, effective use of resources.

Outcomes:

Transport services are provided and are:

- Needs based.
- Appropriate.
- Effective.
- Used by special needs groups.
- Designed to prevent clients from prematurely progressing to higher level services.

Measures:

- Clients' access to a service is decided only on the basis of relevant need using agreed targeting strategies.
- Clients are informed about their rights and responsibilities and the services available and are consulted about any changes required.
- Clients receive the benefit of well-planned, efficient accountable management.
- Clients receive coordinated services that are planned, reliable and meet their specific ongoing needs.
- Clients' rights to privacy and confidentiality are respected, and they have access to personal information held by the agency

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

Service Details

Service Provider Name:	Tweed Shire Council
Service Name:	Tweed Shire Community Options
Service ID:	496
Service Type:	10.19 Transport

agency:

- Clients have access to fair and equitable procedures for dealing with complaints and disputes.
- Clients have access to an advocate of their choice.
- Clients receive support for effective transition to high level services when required.
- Clients should not receive a combination of HACC services that is more costly than residential care.

2. Special Conditions

3. Assets

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

Service Details

Service Provider Name:	Tweed Shire Council
Service Name:	Tweed Shire Community Options
Service ID:	496
Service Type:	10.14 Respite Care

1. Service Type Descriptions:

Service Objectives

- To provide a comprehensive, coordinated and integrated range of basic maintenance and support services for frail aged people, people with a disability who in the absence of basic maintenance and support services are at risk of premature or inappropriate admission to long term residential care and their carers.
- To support these people to be more independent at home and in the community, thereby enhancing their quality of life and/or preventing their premature or inappropriate admission to long term residential care.
- Provide flexible, timely services that respond to the needs of clients.

Description:

Respite refers to services which strengthen and maintain the primary care relationships between a frail older person or a younger person with a disability and their carers through the provision of flexible and responsive alternatives to the usual care arrangements. Services will be preventative in focus, time limited, and generally provided on a planned basis.

Whilst providing a respite effect for carers which is appropriate to their needs and circumstances, services will endeavour to ensure that respite activities are age appropriate and have positive benefits and outcomes for the frail older person, or person with a disability as well as their carers.

Unless otherwise specified Respite services will be provided in the home of the client or in a host family home and where the usual carer is not present during the incident of service. Respite services are provided on a one to one individual basis.

Services with a respite effect which are delivered out of the home may be those appropriately described as Social Support or Centre-Based Day Care

Activities:

- Cooperating with the Commonwealth Carer Respite Centres in the provision of information and advice regarding respite.
- In conjunction with the individual and their carer/family, developing and periodically reviewing a respite plan to meet the needs of their specific situation, and respond to changing needs of the individual and the situation.
- Ensuring that the service delivery addresses the full range of support that would be required by the individual during the incidence of service, including personal care, assistance with meals and domestic assistance, however this must be incidental to, not the primary purpose for, the service.
- Respite services for a younger person with a disability should only be provided out of hours or on the weekend. Clients requesting support during business hours should be referred to the appropriate education/vacation care or employment/training service options.
- Scoping, costing, coordinating, planning and/or purchasing agreed services as appropriate.
- Where services are to be sub-contracted, monitoring the quality, cost and amount of service purchases on behalf of service users and ensuring that all the responsibilities from the Funding Agreement, and legal liabilities to service users and individuals are fulfilled through the sub-contracting arrangements.

Outcomes:

Respite services are provided and are:

- Needs based.
- Appropriate.
- Effective.
- Used by special needs groups.
- Designed to prevent clients from prematurely progressing to higher level services.

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

Service Details

Service Provider Name:	Tweed Shire Council
Service Name:	Tweed Shire Community Options
Service ID:	496
Service Type:	10.14 Respite Care

Measures:

- Clients' access to a service is decided only on the basis of relevant need using agreed targeting strategies.
- Clients are informed about their rights and responsibilities and the services available and are consulted about any changes required.
- Clients receive the benefit of well-planned, efficient accountable management.
- Clients receive coordinated services that are planned, reliable and meet their specific ongoing needs.
- Clients' rights to privacy and confidentiality are respected, and they have access to personal information held by the agency.
- Clients have access to fair and equitable procedures for dealing with complaints and disputes.
- Clients have access to an advocate of their choice.
- Clients receive support for effective transition to high-level services when required.
- Clients should not receive a combination of HACC services that is more costly than residential care.

2. Special Conditions

3. Assets

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

Service Details

Service Provider Name:	Tweed Shire Council
Service Name:	Tweed Shire Community Options
Service ID:	496
Service Type:	10.02 Social Support

1. Service Type Descriptions:

Service Objectives

- To provide a comprehensive, coordinated and integrated range of basic maintenance and support services for frail aged people, people with a disability who in the absence of basic maintenance and support services are at risk of premature or inappropriate admission to long term residential care and their carers.
- To support these people to be more independent at home and in the community, thereby enhancing their quality of life and/or preventing their premature or inappropriate admission to long term residential care.
- Provide flexible, timely services that respond to the needs of clients.

Description:

Social Support services refer to assistance provided by a companion (paid worker or volunteer), either within the home environment or while a person is accessing community services or facilities. The service is primarily directed towards meeting the person's need for social contact and/or accompaniment in order to participate in community life.

Activities:

- One to one support to attend a social activity of the consumer's choice.
- Sharing an interest with a small group of people, supported either by volunteers or paid staff*.
- Telephone-based monitoring services.
- Friendly visiting.
- Letter writing for the client.
- Shopping, bill paying and banking where the client is accompanied and assisted by the worker or alternatively assistance with on-line shopping.
- Individual transport to appointments where transport is part of the social support intervention.
- Accompanying to medical appointments.
- Minor garden and home maintenance eg, changing light globes as part of one of the other social support activities.
- Cooperating with the Commonwealth Carer Respite Centres in the provision of information and advice regarding respite.
- Organisations providing social support services will also engage in recruitment and training of volunteers and matching volunteers to individual client circumstances.
- Liaison with carers as required.

*consistent with the principles of the Disability Services Act, Social support services for a younger person with a disability can not be used to substitute for appropriate education/vacation care or employment/ training programs. Group activities should only be provided out of hours or on the weekend. Clients requesting support during business hours should be referred to the appropriate education/vacation care or employment/ training service options.

Outcomes:

Social Support services are provided and are:

- Needs based.
- Appropriate.
- Effective.
- Used by special needs groups.
- Designed to prevent clients from prematurely progressing to higher cost services.

Measures:

- Clients' access to a service is decided only on the basis of relevant need using agreed targeting strategies.
- Clients are informed about their rights and responsibilities and the services available and are consulted about any changes required.
- Clients receive the benefit of well-planned, efficient accountable management.
- Clients receive coordinated services that are planned, reliable and meet their specific ongoing needs.
- Clients' rights to privacy and confidentiality are respected, and they have access to personal information held by the agency

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

Service Details

Service Provider Name:	Tweed Shire Council
Service Name:	Tweed Shire Community Options
Service ID:	496
Service Type:	10.02 Social Support

agency.

- Clients have access to fair and equitable procedures for dealing with complaints and disputes.
- Clients have access to an advocate of their choice.
- Clients receive support for effective transition to high level services when required.
- Clients should not receive a combination of HACC services that is more costly than residential care.

2. Special Conditions

3. Assets

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

Service Details

Service Provider Name:	Tweed Shire Council
Service Name:	Tweed Shire Community Options
Service ID:	496
Service Type:	10.01 Domestic Assistance

1. Service Type Descriptions:

Service Objectives

- To provide a comprehensive, coordinated and integrated range of basic maintenance and support services for frail aged people, people with a disability who in the absence of basic maintenance and support services are at risk of premature or inappropriate admission to long term residential care and their carers.
- To support these people to be more independent at home and in the community, thereby enhancing their quality of life and/or preventing their premature or inappropriate admission to long term residential care.
- To provide flexible, timely services that respond to the needs of clients

Description:

Domestic Assistance refers to assistance with domestic chores, including assistance with cleaning, dishwashing, clothes washing and ironing, shopping and bill paying for a safe secure healthy environment.

Activities:

- Essential cleaning of house areas regularly used by the service user. These include bathrooms, toilets, kitchens, laundries, living areas and bedrooms. Workers undertake tasks such as cleaning stoves, bench tops and fridges as well as mopping or vacuuming floors, dusting, dishwashing, changing bed linen, washing, drying and doing essential ironing.
- Provision of a range of services to meet the support needs of service users. Workers can assist with meal preparation and where this is not the primary purpose of the occasion of service, do shopping and undertake small errands and pay bills on behalf of the client as required, whilst doing their own shopping or on their way to the client's house.
- In remote areas, service may include activities such as the collection of firewood.

Outcomes:

Domestic Assistance services are provided and are:

- Needs based.
- Appropriate.
- Effective.
- Used by special needs groups.
- Designed to prevent clients from prematurely progressing to higher level services.

Measures:

- Clients' access to a service is decided only on the basis of relevant need using agreed targeting strategies.
- Clients are informed about their rights and responsibilities and the services available and are consulted about any changes required.
- Clients receive the benefit of well-planned, efficient accountable management.
- Clients receive coordinated services that are planned, reliable and meet their specific ongoing needs.
- Clients' rights to privacy and confidentiality are respected, and they have access to personal information held by the agency.
- Clients have access to fair and equitable procedures for dealing with complaints and disputes.
- Clients have access to an advocate of their choice.
- Clients receive support for effective transition to high-level services when required.
- Clients should not receive a combination of HACC services that is more costly than residential care.

2. Special Conditions

3. Assets

SCHEDULE 1 Part D of the SERVICE DESCRIPTION SCHEDULE

Service Details

Service Provider Name:	Tweed Shire Council
Service Name:	Tweed Shire Community Options
Service ID:	496
Service Type:	10.22 Goods and Equipment

1. Service Type Descriptions:

Service Objectives

- To provide a comprehensive, coordinated and integrated range of basic maintenance and support services for frail aged people, people with a disability who in the absence of basic maintenance and support services are at risk of premature or inappropriate admission to long term residential care and their carers.
- To support these people to be more independent at home and in the community, thereby enhancing their quality of life and/or preventing their premature or inappropriate admission to long term residential care.
- Provide flexible, timely services that respond to the needs of clients.

Description:

Goods and Equipment services refer to the loan or purchase of goods and equipment that help the client with their mobility, communication, reading, personal care or health care.

Activities:

- Provision of walking frames, wheelchairs, commodes or dressing aids. It may even include the purchase of firewood from the Community Development Employment Program in a remote area.
- Referral to the Program of Appliances for Disabled People (PADP) for goods and equipment available under that program.

Outcomes:

- Goods and Equipment services are provided and are:
- Needs based.
 - Appropriate.
 - Effective.
 - Used by special needs groups.
 - Designed to prevent clients from prematurely progressing to higher level services.

Measures:

- Clients' access to a service is decided only on the basis of relevant need using agreed targeting strategies.
- Clients are informed about their rights and responsibilities and the services available and are consulted about any changes required.
- Clients receive the benefit of well-planned, efficient accountable management.
- Clients receive coordinated services that are planned, reliable and meet their specific ongoing needs.
- Clients' rights to privacy and confidentiality are respected, and they have access to personal information held by the agency.
- Clients have access to fair and equitable procedures for dealing with complaints and disputes.
- Clients have access to an advocate of their choice.
- Clients receive support for effective transition to high level services when required.
- Clients should not receive a combination of HACC services that is more costly than residential care.

2. Special Conditions

3. Assets

SCHEDULE 1 Part E of the SERVICE DESCRIPTION SCHEDULE

SERVICE OUTLET DETAILS 2007/08

Service Provider Name:	Tweed Shire Council		
	Tweed Shire Community Options		
	496		
Outlet Name:	Tweed Shire Community Options	Service Outlet ID:	21392
CSTDA MDS ID:			
Contact Person Name:	Ms Linda Wiggins	Position Title:	Co-ordinator
Physical Flat/Unit/Street Number, Box Number, Street:	Tweed Shire Council Civic & Cultural Centre, Brett St	Physical Town or Suburb:	MURWILLUMBAH
Physical State/Territory:	NSW	Physical Postcode:	2484
Telephone Number 1:	55693110	Telephone Number 2:	
Facsimile:	55693111	Mobile Telephone:	
TTY Telephone Number:		Free Call Number:	
Outlet Email Address:	LWiggins@tweed.nsw.gov.au		
Postal Flat/Unit/Street Number, Box Number, Street Name:	PO Box 816	Postal Town or Suburb:	MURWILLUMBAH
Postal State/Territory:	NSW	Postal Postcode:	2484
Recurrent Funding:	\$433,784	Recurrent Outputs:	
Non Recurrent Funding:		Non Recurrent Outputs:	
Local Government Area	Local Planning Area	State Electorate	Federal Electorate
Tweed	Far North Coast	Tweed	Richmond
Target Groups			
Individuals			

