



Client Information for

- **Home Maintenance Services**
 - **Domestic Assistance**
 - **Social Support**

Home Care Clients



The information in this document is correct at time of publication but is subject to change without notice. Updated copies will be available at www.jqservices.org.au

A C K N O W L E D G E M E N T S

JQ Services are supported by financial assistance from the Australian Government under the

- Support At Home (Previously known as Home Care Packages) and the
- Commonwealth Home Support Program [CHSP]

funded through the Commonwealth Department of Social Services.

Veterans Home Care Services are funded through the Commonwealth Department of Veterans Affairs.

Although funding for these programs has been provided by the Australian Government, the material contained herein does not necessarily represent the view or policies of the Australian Government. For more information see: <https://www.myagedcare.gov.au/> or <https://www.dva.gov.au/>

Table of Contents

What services do we offer “In the Home”	1
1. Commonwealth Home Support Program (CHSP).....	1
2. Veterans Home Care Services.....	1
3. Support At Home (Previously known as Home Care Packages).....	2
4. Fee for Service.....	2
What services can we offer?.....	2
Our Service Philosophy.....	3
Accessing supports.....	3
My Aged Care.....	3
Veterans’ Home Care.....	4
Care & Service Plans.....	4
Client Goals, Enablement, Wellness, Re-ablement & Client Participation.....	4
Do you need an interpreter?.....	5
Your Rights and Responsibilities.....	5
Respect.....	6
Formal Supporters (previously called “Representatives”).....	6
Informal Supporters.....	6
General Fee Information.....	7
Complaints & Feedback.....	8
Advocacy.....	10
COVID 19/ Influenza.....	11
Work Health and Safety.....	12
Collection of Personal Information and Privacy.....	13
Frequently Asked Questions.....	15
How do I pay?.....	18
Appendices	
● JQ Services Client Contribution Policy & JQ Services Financial Hardship Policy	
● Aged Care Act 2024 Statement of Rights	
● SIRS - Serious Incident Response Scheme Fact Sheet	

What services do we offer “In the Home”

JQ Services provides a range of services to Home Care and Veterans Home Care clients to assist you to stay living independently in your home.

- Lawn mowing, Gardening, Minor Home Maintenance & Repairs
- Domestic Assistance
- Social Support Individual

We have 4 options to deliver the services:

1. Commonwealth Home Support Program (CHSP)

The Commonwealth Home Support Program (CHSP) is a government funded/subsidized program to help older Australians access **entry-level** support services. Each client pays a “client contribution” for each service used. CHSP works with you to maintain your independence rather than doing things for you.

Commonwealth Home Support program is Australia wide, however our Contract is the following local government areas:

- Western Sydney - Parramatta, Hills Shire, Cumberland and Blacktown Council areas for ***Home Maintenance, Domestic Assistance and Social Support Individual.***
- Nepean – Penrith, Blue Mountains and Hawkesbury Council areas for ***Home Maintenance and Domestic Assistance.***
- Hunter Region for ***Domestic Assistance.***

Funding is limited. Every client must have a referral code given to them by My Aged Care.

2. Veterans Home Care Services

We accept referrals for Veterans’ Home Care Services in Newcastle and the Hunter Region.

Each client pays a “client contribution” for each service. DVA clients can call 1300 500 450 to undergo an assessment for services by a VHC Assessment Agency.

3. Support At Home (Previously known as Home Care Packages)

We are a registered provider to provide services under Support At Home (SaH). SaH commenced on 1 Nov 2025 and is a Government funded/subsidized service. SaH provides older people who want to stay at home with access to a range of ongoing personal services, support services and clinical care that help them with their day-to-day activities. Each client pays a “client contribution” depending on the service that is needed. We have brokerage agreements with 38 providers. We do your approved service and invoice the provider you are with. We service Western Sydney, Nepean, Blue Mountains, Hawkesbury, Newcastle and the Hunter Region.

- Lawn mowing, Gardening, Minor Home Maintenance
- Domestic Assistance
- Social Support Individual

4. Fee for Service

We can assist clients who are not eligible for subsidised or funded services. Clients can access all services as a fee-for-service customer.

What services can we offer?

Home Maintenance Service

Our Home Maintenance Services include **minor home repairs, gutter cleaning, gardening, lawn mowing.**

Our **domestic assistance** includes house cleaning, unaccompanied shopping, washing linen etc.

Our **Social Support – Individual** service includes accompanying you out or visiting you at home. Social Support which is designed to encourage seniors to have connections to the community.

-  Dorothy was stuck at home for many months and was lonely. Staff now take Dorothy out for a muffin and coffee once a fortnight which she loves.
-  Brian was 93 and wanted to do something with others and not just have family. We began taking Brian out to the Sports Club at Warragamba, where he could meet up with other lunch buddies and enjoy the company and the occasion.
-  Jenny, a lady in her 80s wanted to learn flower arranging. We found a group for Jenny to attend and introductions were made and Jenny now has some new connections and a new hobby.

Social Support can be:

- Subsidised via **CHSP** My Aged Care Referral (Western Sydney only)
- Accessed using your **Support at Home funds** – we can give you a quote for what you need.
- Accessed using **fee for service** – we can give you a quote for what you need.

Our Service Philosophy

Your experience as a client of JQ Services is very important to us. We value our clients and expect that our workers will provide the services you require while treating you with dignity and maintaining, where possible, your independence.

We deliver services in a manner that is individualized, inclusive and respects the identity, culture and diversity of our clients. We respect our client's right to make choices about the services they engage us to provide.

We will listen to any concerns, issues or complaints you have and do our very best to rectify these.

We will be honest about what we can and can't do for you.

Accessing supports

Many of us prefer to stay at home as we are getting older. Sometimes a little support will go a long way to help us maintain our independence and keep us staying at home. This help could range from mowing the lawn to help with cooking or shopping, depending on your needs and preference.

My Aged Care

The Australian Government subsidises some costs of home support services. If you are 65 years old or older (50 years or older for Aboriginal or Torres Strait Islander people), you may be eligible for subsidised services. So if you notice a change in what you can do, have been diagnosed with a medical condition, suffered a fall or have some changes in family care arrangements.

Please contact: **My Aged Care - 1800 200 422 open M-F 8am till 8pm and Saturday till 12 noon**

Veterans' Home Care

If you are a Gold Card or White Card holder with low care needs, DVA's Veterans' Home Care (VHC) program can assist you to continue living in your home by providing you with a small amount of practical help.

To receive VHC services, you will need to be assessed by a VHC Assessment Agency as needing home care assistance.

To arrange an assessment call **VHC Assessment Agency - 1300 550 450**

Care & Service Plans

Client Goals, Enablement, Wellness, Re-ablement & Client Participation

On commencing CHSP, we will do a Home Visit and complete a Care Plan with you. We will ask you what your goals are and what we can do to help you achieve your goals. JQ Services requires all of our field workers to take an enabling and individualized approach to their duties in providing services to our clients. We encourage client participation, for example if the cleaner washes the dishes for you, you could put them away. If the gardener mows the lawn, you do the watering.

An enabling approach is a new way of supporting frail older people and people with a disability to live at home in their community. It is based on the following principles:

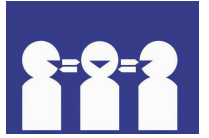
- Frail older people and people living with a disability have the capacity to make gains in their physical, social, and emotional wellbeing.
- The best outcomes for clients accessing community care occur when services are responsive to individual needs rather than being implemented on the basis of the types of services that are available

An individual's needs are best met when there are collaborative working relationships between the person, their carers and family, social networks, support workers and between service providers.

- An enabling approach focuses on what the person can do and wants to be able to do, not just on what they are unable to do at present;
- It's a use it or lose it approach; and
- It supports ageing in place and may prevent or delay the need to go into residential aged care.

Do you need an interpreter?

Telephone Typewriter (TTY) service is available for people who are deaf or hearing impaired.
Contact TTY on 1800 810 586



If you speak another language other than English then you can call the
Translating and Interpreting Service (TIS) on 131 450.

Support at Home Providers can usually provide TIS services free of charge to their clients.

Your Rights and Responsibilities

Every client has certain rights and responsibilities which are set out in various documents.

- For Aged Care clients this is the Charter of Aged Care Rights
- For Department of Veterans Affairs clients this is the Veterans' Home Care Services Rights and Responsibilities
- Australian Consumer Law
- The New Aged Care Act (commenced on 1 Nov 25)

You will be provided with the relevant document for your service. Versions of some documents can be provided in languages other than English.

Aged Care Clients are provided with a copy of the relevant document and asked to sign an Aged Care Information Acknowledgement form which is kept on file so we know you have received this information.

Please read through the relevant document for you as it is important for you to know your rights. It's also important for our organisation and our staff that you know your responsibilities as well as our own.

Respect

One of your responsibilities is to treat our staff with respect at all times. This means not abusing or mistreating staff, in person, or when on the phone.

We have hundreds of clients and sometimes things go wrong or the weather is bad and we cannot do a job we expected to be able to do. We are happy to accept complaints and criticism to help us improve but abuse of any kind is not acceptable.

Another responsibility for clients with dogs and cats is to **remove faeces** [poo] from where our workers are working. This includes from lawns and gardens. Mowing dog poo can result in the worker being sprayed with the foul-smelling substance and is unacceptable. If you have any questions about your rights and responsibilities please do not hesitate to ask.

Formal Supporters (previously called “Representatives”)

Everyone has the right to make decisions about their life, including the support and services they receive from aged care. Some older people may want or need support to make these decisions.

Supported Decision Making refers to processes and approaches that enable people to exercise their legal capacity. Including making or communicating their decisions, will, and preferences, by provision of the support they may want or need to do so. This support may involve a range of persons, services, and assistive technologies. Supported decision-making does not mean making a decision for, or on behalf of, another person.

Becoming a registered supporter does not provide a person with decision-making authority for the older person. A registered supporter’s role is to support the older person to make their own decisions.

Having a registered supporter does not stop older people from being able to receive information, make decisions, or communicate directly with aged care providers, My Aged Care and assessors.

Informal Supporters

These could be a spouse, partner, neighbour, friends, family that might help pay your bills, or book in services for you at your request. **We are not allowed to talk to anyone about you or your services unless you have given us permission.**

To register a Formal Supporter please call My Aged Care. 1800 200 422

If you have a “Carer” you can register the “Carer” with My Aged Care.

General Fee Information

JQ Services will provide a Service Agreement or Service Quote regarding the fee to be charged for any service and ensure you understand the payment procedures.

All clients will be informed of the fees applicable to them at the time of assessment or commencement of the service. It may also be necessary to re-assess clients due to a change in circumstances, particularly in relation to their financial situation changes to any funding arrangement for example a move from CHSP to Support at Home.

Special fee arrangements are in place for CHSP clients.

Australian Consumer Law applies to all businesses that provide goods and services and protects the rights of consumers from unlawful trading practices. The laws relate to contracts, guarantees for goods and services, product safety and selling practices.

JQ Services must abide by consumer laws in its dealings with all clients and customers.

For CHSP clients we have a publicly available “**CHSP Client Contribution Policy**” and a “**Financial Hardship Policy**” on our web site at www.jqservices.com.au and also found at the end of this handbook.

Complaints about fees

All clients have the right to complain about the fee they are being charged if they feel it is unfair or not affordable, either once the initial assessment has been made or at any time while they are receiving services.

Clients may require or elect to have an advocate in the complaint process.

As part of resolving fee complaints, JQ Services will confirm:

- The assessment has established the client’s correct income level. The client has significant additional costs affecting their ability to pay for services, and whether the assessor has taken this into account and applied a reduction or waiver of fees.
- The client has understood the fee process and their entitlements. The client’s circumstances have changed and the fee needs to be reassessed.
- There is a carer or guardian who should be involved in the fee process.

The same process for managing general complaints is also used for complaints about fees.

Complaints & Feedback

JQ Services welcomes feedback from our customers. We consider any complaint or feedback to be important information which we can use to improve our services. You can be sure that all complaints and feedback will be treated fairly, promptly, confidentially and respectfully.

Our customer service staff contact clients on a regular basis to get feedback on our services.

Please let our staff know if you have any issues or concerns that you wish to report.

If you want to raise something yourself, please contact our JQ Services staff by:



Phone Monday to Friday

Sydney office: 8677 8885

Newcastle Office: 4960 9024 or 0421 220 152

Email mail@jobquest.org.au

Letter Unit 7, 79 Mandoon Road, Girraween NSW 2145

Any complaints about the services provided to our clients will be actively processed and monitored in a fair and reasonable manner and the principles of impartiality, transparency, confidentiality and consistency maintained at all times through the process.

The Guidelines for the Aged Care Complaints Scheme will be used to guide our staff in how they process, respond to and monitor complaints made by our elderly clients.

All complaints will be responded to within **2 working days** to enable the relevant supervisor to investigate the complaint.

Every attempt will be made to **resolve all complaints within 14 days**. Where this is not possible the complainant and relevant others will be kept informed of any progress being made on recommended actions.

Any complainant who is unhappy with how a complaint is being handled should make contact with the Program Manager at JQ Services or CEO at JobQuest and raise their concerns.

Aged Care Clients – CHSP and Support At Home

If you are not happy with how the complaint is being handled in relation to an elderly client you can contact the Aged Care Quality and Safety Commission:

Telephone – call 1800 951 822 (free call)

Online – www.agedcarequality.gov.au

Email - Audit.Feedback@agedcarequality.gov.au

Letter – Aged Care Quality and Safety Commission
GPO Box 9819, Sydney 2000

Department of Veterans Affairs Clients

If you are not happy with how the complaint is being handled in relation to an elderly client who is a veteran you can contact the Department of Veteran Affairs:

Telephone – call 1800 555 254

Online <https://www.dva.gov.au/sites/default/files/dvaforms/D9220.PDF>

Letter – Manager
Feedback Management Team
GPO Box 9998, SYDNEY 2001

Positive feedback

We are also happy to receive positive feedback on our employees and the work they do for you. Please feel free to contact our staff, our Managers or our CEO, to report on a job well done or a particularly helpful or courteous staff member.



Advocacy

You also have the right to an advocate to help you make a complaint. They offer confidential and independent advice and support for people receiving aged care services. An advocate is someone who stands beside you and works on your behalf and at your direction in a way that represents your expressed wishes.

An advocate can:

- Support you in making decisions that affect your quality of life
- Provide you with information about your rights and responsibilities, and discuss your options for taking action
- Support you when you raise an issue with us or other service providers
- Support you at any stage of a complaints process.

Advocacy is free, independent and confidential. An advocate will always seek your permission before taking action.



Seniors Rights Advocacy Service offers advocacy services to people using in-home care services. An aged care advocate will listen to your concerns, help you to identify your rights and responsibilities, assist you to uphold your rights and speak on your behalf if needed.

Call the Seniors Rights Advocacy Service on 1800 424 07



The Older Persons Advocacy Network (OPAN) is funded to provide free, confidential and independent advocacy support to older people, their families and representatives across Australia through organisations such as Seniors Rights. Information about OPAN can be found on their website

<http://www.opan.com.au/> or Call 1800 700 600 -

8am to 8pm Monday to Friday and 10am – 4pm on Saturdays.

COVID 19/ Influenza

The Department of Health provides information to providers and the public about public health orders and Covid-safe guidelines.

JQ Services must abide by all requirements to ensure that our clients and our staff remain safe. This means that workers may need to wear a mask and social distance when providing services.

If you have symptoms or have been tested and are positive for Covid-19 or Influenza we will not be able to provide services until you are well. Influenza (flu) is a highly contagious respiratory illness.

If you are concerned at all about receiving services while unwell, please don't hesitate to contact the office.

We ask our clients to assist us with the following in order to prevent any cross contamination:

1. Allow our cleaners to **use all your own equipment and supplies**. eg. Your broom, your mop, your mop bucket, your vacuum cleaner. Please assist our cleaners to understand how your vacuum or special mop works (or other instruments) as everyone has a different type. We will follow your instructions and use all care and caution on how to use your equipment, but we **cannot** be responsible if the item breaks.
2. We leave the used cleaning cloths by your washing machine for you to wash and dry, and the cleaner will use the same cloths when they come next time.
3. Our cleaners will use **your** cleaning products; your products must be in the original container with directions/ poison information etc on the label;
4. Our cleaners change disposable gloves often while cleaning houses.
5. The cleaners will use hand sanitizer before entering and when leaving your property.
6. We need to **stand-down** any worker who is sick or feeling unwell. We are doing this as per the Government Guidelines; and we hope you understand that if this happens, we may need to send a replacement worker. While we understand clients' like the "same workers" it is advisable to accept back up workers.
7. If you would like our worker to wear a facemask - please let them know. They have supplies ready and will not take offence to the request.
8. We have asked all workers to refrain from any personal contact such as a handshake.

If you have any questions or need more information, please give us a call.

Work Health and Safety

Work health and safety is everyone's responsibility

Every employer has a legal responsibility or duty of care to protect the health and safety of people in the workplace.

Our legal responsibilities

NSW is legislated by the WORK HEALTH AND SAFETY ACT 2011 .The legislation requires employers to adopt a risk management approach to eliminating and controlling risks to health and safety.

This means that when working in people's homes our employees must identify, assess and control any risks or hazards before they can commence work. This means that:

- Our staff are required to consider any safety issues that might present at your home;
- Discuss with you how any safety issues might be addressed;
- Report any significant safety issue to their supervisor, and
- Assist the supervisor to work with you to address any significant safety issue.

Example 1:

Mrs Jones lives alone with her pet Alsatian dog. The dog is very protective of Mrs Jones and tends to be very aggressive with strangers. When Joe, the staff member from JQ Services, calls at Mrs Jones' home to do some work on her house, the dog does not allow him to enter the property.



Joe then calls his supervisor Cheryl who in turn calls Mrs Jones who had not realised the dog was bailed up at the gate. When Joe gets into the home he does a quick safety check in which he notes the problem with the dog. Arrangements are made with Mrs Jones that the next time Joe is due to call, she will contain the dog in the laundry. Joe also checks he has her phone number in case she forgets to do this.

Example 2:

When JQ Services staff member Maryanne visits Mr Reid for the first time she notices that he has two overloaded powerpoints and a lot of flammable material in the vicinity of these. Maryanne notes these on the safety checklist and then discusses with Mr Reid her concerns about the risks.

Mr Reid agrees that there is a problem and says his daughter had already purchased 2 power boards for him but he had not got around to putting them in place. Maryanne seeks Mr Reid's permission to do this for him, throw out the old double adaptors and move the flammable items from near the power points. Once this is done, she then notes on the safety checklist how the risk has been controlled.



Collection of Personal Information and Privacy

In line with its Information Management Policy, JQ Services is committed to ensuring that the privacy of information of all clients is in line with the Privacy and Personal Information Protection Act 2002 (NSW) and the Privacy Act 1988 (Cth).

Information under the Commonwealth Home Support Program is also collected in accordance with the Aged Care Act 2024, the Aged Care Standards and the Records Principles 2014.

Information under the Veterans' Home Care Services is also collected in accordance with the Aged Care Standards and the Deed of Agreement with the Commonwealth Department of Veterans Affairs.

JQ Services is required to provide data to the government. Please see attached brochure DATA EXCHANGE.

What information is collected by JQ Services?	Why is it collected?
Personal details that enable us to provide your services – name, address, date of birth, proof of identification	Personal details enable us to provide the services you need and determine your eligibility for any subsidised services
Your photograph	This is optional – however it is much nicer for the worker and the office staff to see “you” rather than information in a file. It makes our service much more personable.
Contact information for your primary carer, Supporter, next of kin or other support person	This is collected so we can contact this person if we cannot raise you or you want us to report to them
Client Risk Profile	This information is collected so we can provide our services in your home safely and that any safety risks that are in your home can be considered and controlled for your protection and that of our Field Workers.
Any assessments or individual care plans completed in relation to the client	This information is collected so we are all clear on what your needs are
Any notes about the services provided to the client	This information is collected so we track progress in meeting your needs and document any issues, concerns or feedback from you
Any agreements between clients and JQ Services or records relating to fees being charged	This information is collected so we have a record of our agreements together
Accounts that relate to services received by clients	Records of accounts generated and paid
Records relating to financial status and financial hardship applications and determinations for a client	This is to enable us to determine your fees and your eligibility for subsidised services. It is also collected if we need to consider waiving fees due to hardship.
Records that relate to any complaints made by clients	This information is collected so we have a record of any complaint, how it was handled and how it was resolved.
Records about employees employed who deliver services to our clients	Employee information is kept as a matter of course and JQ Services ensures that it meets the requirements of the Records Principles when keeping records for employees administering and delivering these services.

How long do we keep this information?

While you remain a client of JQ Services we will keep the records about you on file in either paper or electronic form.

When you cease accessing our services, we are required by the Aged Care Act to keep your records for a period ending **3 years** after the 30th June of the year in which the record was made.

If you transfer to another Service Provider a copy of your records may be transferred to this provider with your permission.

If you are a Veterans' Home Care Services' client, we will keep your records in line with the Aged Care Act 1997 as described above.

Who has access to personal information?

Access to personal information is restricted to senior staff working in the program that provides the services to you, the Manager and Compliance Manager who audits our operations.

**REMEMBER THAT YOUR INFORMATION CAN ONLY BE PROVIDED TO A THIRD PARTY
BY JQ SERVICES WITH YOUR CONSENT!**

How can clients get access to the information that JQ Services keeps about them?

- Contact the staff responsible for the service you access;
- A time will be arranged to sit down in private with the proper person to go through the information; and
- You can check that the information that we have on your file is correct.

Disposal of personal information

JQ Services uses an accredited security disposal system.

Access to unlock the secure disposal units while on site for any reason is restricted to the -

- CEO
- Project Manager in charge of the site
- Compliance Manager

Information Privacy Laws

Privacy and Personal Information Protection Act 2002 (NSW) and Privacy Act 1988 (Cth)

For more information contact: Office of the Federal Privacy Commissioner,

www.privacy.gov.au



If you have any concerns about the privacy of your information, please contact our office or the Privacy Hotline 1300 363 992 (local call charge)

Frequently Asked Questions



How can I access JQ Services Home Maintenance Services?

People aged 65 or above can contact My Aged Care on 1800 200 4 22 for assessment and referral.

DVA clients can telephone 1300 550 450 to undergo an assessment for services by a VHC Assessment Agency. Our staff will discuss with you about your eligibility and what services might be available to you and ways to get a referral. Your doctor, your friends, your family or other people can also help you to access our services. Anyone can access our services on a fee-for-service basis, assessments and referrals are only required for subsidised aged care services. We provide a range of services at competitive commercial rates.

How much will the service cost me?

There are different fee structures for different types of services. If you have any questions about service cost, please don't hesitate to contact our office for assistance.

CHSP – Commonwealth Home Support Program (subsidised)

We give each CHSP client a Service Agreement to review, sign and return. The Service Agreement outlines the cost. If you seek additional services, staff will give you a quote before confirming any job for you. You must confirm in writing that you agree to the quote. Service Agreements are reviewed annually or more often if requested. CHSP clients will not be denied services if suffering from financial hardship and cannot pay the fee.

Support At Home (Previously known as Home Care Package)

If you have a Support at Home Package, the funds for the services come out of your package as discussed with your Fund Manager. Clients allocated a Support at Home Package may need to pay for the standard fee of service out of their package.

Veterans Home Care – Department of Veterans Affairs Home Care Services

Your assessment agency will inform you of your contributions. This is generally between \$5 and \$20.

Am I allowed to choose the worker who does the job?

It is important to us that you feel confident and comfortable with the workers that provide services to you. We work very hard to ensure that we match the right staff for your job. However, due to factors often outside of our control, it is not always possible to send a particular worker for your job.

Are all JQ Services workers police checked?

Yes, every person that works for JQ Services, regardless of their position has been police checked. It is JQ Services' policy that all Field Workers and other staff providing services must have a Criminal Record Check completed within the last 3 years **or** a current NDIS Worker Screening check. NDIS screening is approved by the Aged Care Quality and Safety Commission as a probity check for aged care workers.

Financial Position: Financial Transparency and Sustainability

As a non-profit Commonwealth Home Support Program (CHSP) provider, we are committed to maintaining a financially sustainable and transparent service model. In accordance with CHSP guidelines, our organisation receives government funding to deliver entry-level aged care services that promote independence and wellbeing.

We operate under a principles-based client contribution framework, ensuring that any fees charged are fair, consistent, and reinvested into service delivery. Our financial practices are subject to regular reporting and compliance checks by the Department of Health and Aged Care, and we uphold robust governance standards to ensure responsible stewardship of public funds. This enables us to deliver high-quality support while remaining accountable to our clients, stakeholders, and the broader community.

Is JQ Services an accredited service?

Yes, JQ Services is a registered Aged Care provider (#PRV-7580). JQ Services is a trading name of Penrith Skills for Jobs Ltd which is certified under:

- Aged Care Quality Standards;
- NDIS [National Disability Insurance Scheme] Practice Standards;
- Standards for Registered Training Organisations (RTOs).

Ceasing Services; Can I change my mind once I start using your services?

Yes, our services are flexible and designed to reflect your changing needs and requirements. You can cancel any scheduled booking. All we require is a **minimum notice of 2 business days**. Apart from this, there is no contract, no obligations on your behalf.

Clients and participants have the right to change service providers at any time. You will need to give notice in writing (email or letter or text message to your co-ordinator) so we can re-organise our workers.

Termination of the CHSP Service Agreement

All Commonwealth Home Support Program "CHSP" clients will have a **Service Agreement**. A client can terminate/cancel the Service agreement anytime in writing. You will need to give notice in writing (email or letter or text message to your co-ordinator).

Can you confirm the exact arrival time of your workers?

We can advise if our workers will be at your place either **in the morning or in the afternoon**. However, due to factors not under our control (eg weather, traffic, equipment breakdown, etc), we may not be able to promise any specific time that our workers will arrive at your place. We understand you have other commitments.

Our outdoor workers commence work at 7am to be out of the heat by the hottest part of the day.

You can arrange for our workers to do the assigned tasks [such as mowing your lawn] without you being there. Please check with the JQ Services staff when you book the service and we will advise the worker you have given your permission to do the task without you being home. (ie lawn mowing)

Why don't you rake up the grass?

Based on environmental and local council reasons, it is JQ Services' standard practice to mulch lawn clipping back to the lawn.

Mulching the lawn can:

- Improve soil conditions and retention of moisture;
- Provide nutrient to the soil and reduce needs of fertiliser;
- Increase organic matters in the lawn;
- Reduce waste and cost of waste disposal.

NOTE:

- We cannot collect clipping in plastic bag or garbage bags;
- Clippings can be put on the garden bed, or in a compost bin or area;
- If clippings have to be disposed of, they can go directly into the green bin, or where no green bin is available, into the red bin;
- Customers will be charged \$38.75 per bag if clippings are to be removed from the site.

Talk to the JQ Services office staff if you need assistance with this.

How do I pay?

Your Payment options are:

1. In person at your Bank or any ANZ branch – JQ Services' account details are on your invoice, use your invoice number as your reference. A transaction fee may apply.
2. Using an ANZ ATM – select “**Agent Deposit**” and enter your invoice number in the reference box. Eg Invoice VC013612 you would enter just the numbers 13612.
3. Call our office to pay over the phone with your credit or debit card 02 8677-8885 Monday-Friday 9am-4:30pm
4. Pay by Electronic Funds Transfer with your internet banking - again **put in your invoice number as the reference**
5. “Pay Now” option on all emailed invoices is available 24 hours 7 days per week .

IMPORTANT

No JQ Services worker will ask you for cash nor will they be able to accept any payment

We are unable to offer more services if invoices are not paid.

JQ Services does not accept cash

If you are suffering financial hardship do not hesitate to call and speak to the manager

If you have any other questions, do not hesitate to contact our office!



Prompt payment is appreciated

Commonwealth Home Support Program (CHSP)

1. Purpose

The purpose of this policy is to provide transparency and consistency in how JQ Services determines, applies, and manages client contributions for services delivered under the **Commonwealth Home Support Program (CHSP)**.

JQ Services recognises the importance of ensuring that clients who can afford to contribute towards the cost of their services are encouraged to do so, while protecting and supporting those who are most financially vulnerable.

The objectives of this policy are to:

- Establish a consistent approach to client contributions.
 - Maintain the financial sustainability of CHSP-funded services.
 - Provide safeguards and flexibility for clients experiencing financial hardship.
-

2. Scope

This policy applies to all **JQ Services Home Maintenance** clients who receive services funded under the **Commonwealth Home Support Program (CHSP)**.

3. Compliance

As a CHSP provider, JQ Services is required to have a **documented and publicly available client contribution policy** that aligns with the **National Guide to the CHSP Client Contribution Framework**.

4. Policy Principles

The following principles guide the implementation of this policy:

4.1 Consistency

The Australian Government subsidises CHSP services.

Every client entering the Commonwealth Home Support Program is advised of their client contributions before service begins. All clients who can afford to contribute to the cost of their service are expected to do so, ensuring equity and consistency.

4.2 Sustainability

Client contributions help maintain the long-term sustainability of CHSP services. Revenue collected from contributions is used to support ongoing service delivery.

4.3 Fairness

Contributions are determined based on a client's financial circumstances, service usage, and capacity to pay. Clients with similar income levels and service use will be charged equivalent contributions.

4.4 Financial Hardship

No client will be refused a service if they are unable to pay.

Clients who experience temporary or ongoing financial hardship may request a fee reduction, waiver, or payment plan under the **CHSP Financial Hardship Procedure**.

Decisions will be reviewed in line with the client's care plan or service agreement or the date the temporary financial hardship is granted in agreement with the client.

4.5 Transparency

All fees, contributions, and any changes to these will be communicated clearly to clients before services commence or are adjusted. A minimum of **four (4) weeks' notice** will be provided for any change in contribution rates.

5. Client Contribution Guidelines

5.1 Couples

Where both members of a couple are CHSP clients, they will not be asked to contribute separately for shared services.

5.2 Multiple Services Access (Bundling)

Clients accessing multiple CHSP services (e.g. home maintenance, social support, domestic assistance) will be asked to contribute to each funded service type.

5.3 Compensation

Clients who receive, or have received, a compensation payment that covers the cost of home-based care will be required to pay the **full cost** of the service. JQ Services will work with clients individually to ensure CHSP funds are used appropriately.

5.4 Accessing Services Through Multiple Providers

JQ Services may liaise with other CHSP providers to ensure clients are not double-charged for similar services.

5.5 Non-Payment of Contributions

If a client fails to make payments, staff will:

- Contact the client to discuss the reason for non-payment.
 - Explore flexible payment options or short-term payment plans.
 - Reassess the client's financial situation using the Financial Hardship Procedure if necessary.
-

6. Roles and Responsibilities

CEO/Manager/ Coordinator	Ensure policy implementation, monitor consistency, and support staff in applying fee principles and hardship processes.
Staff	Discuss contribution expectations with clients before services begin, ensure clients understand their rights and options, and apply hardship procedures where needed.
Administration Team	Maintain accurate records of client contributions and ensure efficient and confidential handling of financial information.

7. Reporting

JQ Services will record and report the total dollar amount of client contributions received for CHSP-funded services, as required by funding agreements and CHSP reporting requirements.

8. Related Documents

- **CHSP Manual (2025)**
 - **National Guide to the CHSP Client Contribution Framework (2025)**
 - **JQ Services Financial Hardship Policy (October 2025)**
-

9. Review

This policy will be reviewed **every two years** or earlier if required by changes to CHSP guidelines, legislation, or organisational needs.

Document Control

Policy Title	CHSP Client Contribution Policy
Approved By	Ka Chan CEO
Approval Date	27 October 2025
Next Review Date	27 October 2027

1. Purpose

This policy outlines the principles and approach JQ Services applies when determining and managing client fees for home maintenance services delivered under the Commonwealth Home Support Programme (CHSP).

It ensures that services are accessible, equitable, and consistent, while recognising the financial circumstances of clients.

2. Policy Principles

The following principles provide a consistent framework within which JQ Services operates:

1. Access to Services

Inability to pay cannot be used as a basis for refusing a service to people who are assessed as requiring that service.

2. Fair and Equitable Fees

Where fees are to be charged, they will be set in accordance with a scale appropriate to the client's level of income, the amount of service used, and any changes in circumstances or ability to pay.

3. Compensation Payments

JQ Services will charge the full cost of the service where clients are receiving, or have received, compensation payments intended to cover the cost of care.

4. Consistency

Clients with similar levels of income (after considering levels of expenditure) and similar service usage patterns will be charged equivalent fees for equivalent services.

5. Fee Caps for High Needs Clients

Clients with high and/or multiple needs will not be charged more than a specified maximum amount of fees in a given period, irrespective of the amount of services used. However this should be reviewed with My Aged Care as CHSP may not be the appropriate program.

6. Cost Limitations

Fees charged will not exceed the actual cost of service provision. Generally, the fee charged will be all-inclusive and cover all materials used in delivery of the service.

Where there is a significant additional cost for materials utilised in providing a service, a separate fee may be charged. Clients will always be quoted before service is supplied allowing time for the client to review the quote and source alternative quotes if they choose to.

7. Efficient Administration

Fee collection will be administered efficiently, and every effort will be made to minimise administrative costs.

8. Use of Fee Revenue

Revenue collected from fees will be used to enhance and/or expand services to benefit clients.

9. Respect for Privacy

Assessment of a person's capacity to pay fees will be as simple and unobtrusive as possible, with full regard for the individual's privacy.

Any information obtained will be treated as strictly confidential.

10. Right of Appeal

Clients and their advocates have the right to appeal a fee determination if they believe it is unfair or does not reflect their financial circumstances.

3. Financial Hardship

JQ Services recognises that some clients may experience financial hardship that affects their ability to contribute towards the cost of services.

In such cases:

- Clients are encouraged to discuss their situation confidentially with a JQ Services staff member.
- Fees may be reduced, deferred, or waived temporarily depending on the client's circumstances.
- No client will be denied essential home maintenance support solely due to an inability to pay.

4. Review of Policy

This policy will be reviewed every two years or earlier if there are changes in CHSP guidelines, legislation, or organisational procedures.

Document Control

Policy Title	Financial Hardship Policy – Home Maintenance Fee Principles
Approved By	Ka Chan, CEO
Approval Date	27 October 2025
Next Review Date	27 October 2027



Statement of Rights

The *Aged Care Act 2024* includes a Statement of Rights that explains the rights older people will have when accessing aged care services funded by the Australian Government.

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

You will have 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.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider
- speak with an advocate on **1800 700 600** or at **OPAN.org.au**
- contact the Aged Care Quality and Safety Commission on **1800 951 822** or at **AgedCareQuality.gov.au**



More information

Read the full Statement of Rights, including how you can make sure your rights are upheld: www.health.gov.au/our-work/aged-care-act/about



New Aged Care Act, section 23 Statement of Rights

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.

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.



What is the Serious Incident Response Scheme?

Information for home services
care recipients

1800 951 822
agedcarequality.gov.au



The Serious Incident Response Scheme (or SIRS) helps reduce the risk of abuse and neglect for people who receive aged care.

On 1 December 2022, the SIRS was extended from residential aged care to include home care and flexible aged care delivered in a home or community setting.

What home services providers must do

Your provider must record all incidents that occur when delivering aged care and services in their incident management system. This includes recording an incident that nearly happened or when someone suspects that something happened. This is so they can learn from the incident and improve their practices so that incidents don't occur again.

Your home services provider must notify the Aged Care Quality and Safety Commission (the Commission) of certain reportable incidents that

happen while delivering your care and services. The Commission will determine if any regulatory action should be taken.

What is a reportable incident?

A serious incident your provider must report to the Commission could be:

- **Unreasonable use of force** – like kicking, punching or rough handling
- **Unlawful sexual contact or inappropriate sexual conduct** – like stalking, making sexual advances or unwanted sexual touching
- **Psychological or emotional abuse** – like yelling, name calling or ignoring
- **Stealing or financial coercion by a staff member** – like stealing money or pressuring you to give money
- **Neglect** – like not giving you the care you need to stay well
- **Inappropriate use of restrictive practices** – like using physical force or medication to restrict your freedom or movement

- **Missing consumers** – where a care recipient goes missing
- **Unexpected death** – like someone dying unexpectedly because they did not receive proper care and services.

What should I expect from my provider?

If an incident like this happens to you while you are receiving care, staff must:

- check that you are okay, talk to you about what happened and work with you to resolve the issue
- record all incidents in their incident management system
- report serious incidents to the Commission.

Your aged care rights

You have the right to safe, quality care and to live without abuse or neglect. It's always okay to speak up if you are concerned about an issue or incident.

Any incidents or concerns can be raised by you, your representative or by staff to your home services provider. You should not be treated differently if you raise a concern or exercise any of your rights under the [Charter of Aged Care Rights](#).

Where can I go for help?

If you do not feel comfortable talking to your provider or were not satisfied when you did, you can contact the Commission or an advocacy service for help and support.

Aged Care Quality and Safety Commission

You can raise concerns or make a complaint about the aged care services you receive by calling the Commission on **1800 951 822 (free call)**. You can also contact us by [online form, email or post](#).

Translation services

If translation services are required, call Translating and Interpreting Service (TIS National) on **131 450**, and ask the operator to contact us.

Older Persons Advocacy Network (OPAN)

An advocate is an independent person who helps you understand your rights and supports you to sort out your aged care concerns. They can help you talk to your provider about a problem or raise a complaint with us. This free and confidential help is available from the Older Persons Advocacy Network (OPAN). Call OPAN on **1800 700 600 (free call)** or visit opan.org.au.

5 December 2022



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city