

## ELIGIBILITY

A disability as defined in the Disability Services Act (2006)

Lives in Queensland

*The person must also meet one of the following residency criteria:*

Australian Citizen

A permanent Australian resident

A Temporary Protection Visa Holder

A New Zealand citizen who arrived in Australia prior to 26/02/01

A member of a family on a work/study visa sponsored by the Aust. Govt

Between the ages of 18 and 65 years and people with a disability currently receiving no services or receiving minimal supports.

## MISSION

To encourage independence and participation in the community by providing flexible support services for individuals and families by meeting the needs based on valued and informed choices. To assist with the development of skills, self confidence and self esteem of people with a disability in Hervey Bay and surrounding areas.

## PERSON'S RIGHTS

- The right to be assessed for access to services without discrimination
- The right to read any personal information kept about them
- To have an advocate of their choice
- To be involved in decisions about their needs and service plan
- To be provided with support in a safe manner that respects the dignity, independence, social, cultural and physical needs of the person
- To refuse support and refusal should not prejudice future service
- To complain about the support they are receiving and have those complaints dealt with fairly, promptly and without retribution
- To privacy and confidentiality
- The right to choose alternatives
- The right to be informed
- The right to appeal a support provision decision

Hervey Bay Community Access Association Inc is a community organisation founded in 1996, to assist persons with disabilities to access activities of their choice in a way that promotes friendships, skill development, participation and independence.

## AFTER HOURS, IN-HOME SUPPORT

After Hours, In Home Support provides for a Support Worker to assist people with daily activities that they are unable to complete for themselves because of physical, intellectual or any other disability in a person's home. The support is provided to assist people who are vulnerable to risks to live their chosen lifestyle in the community and live on their own.

## DELIVERY OF SERVICE

After Hours In Home Support provides night time support for people with disabilities and who need assistance throughout the night. Support is provided from 4.30 p.m. until 11.00 p.m., seven days a week, unless a second shift is needed then support is from 4.30 p.m. until 10.00 p.m. and the second shift will vary from 2 and 4.5 hours on the nights required. The Support Workers will drive from home to home at scheduled times pre-arranged by the person and unscheduled times when a person calls in for occasional/emergency support. The geographical area of support encompasses Hervey Bay, Burrum Heads, Torbanlea, Howard, River Heads, Toogoom, Dundowran and Craginsh.

Hervey Bay Community Access Association Inc. is committed to providing a Best Practice service, which continually strives to develop quality support options with and for people who have a diverse range of disabilities and support requirements.

We strive to address all relevant issues promptly concerning:

**Individual needs.**

**Decision making and choice.**

**Participation and integration.**

**Valued status.**

**Complaints and disputes.**

**Service Access.**

**Privacy, dignity and confidentiality.**

**Service agreement.**

**Cultural diversity.**

**Family involvement.**

**Availability of staff.**

## **POLICIES AND PRACTICES**

HBCAA has its own detailed Policies and Practices Manual, to ensure that we deliver consistent, high quality, transparent service. The Policies and Practices align with the Disability Services Act 2006 and the Disability Service Quality System Standards.

***You are welcome to contact us at anytime to discuss your support.***

***For further information or a referral contact***

Phone: 4125 4211

Fax: 4125 4086

Email: [hbaccess@exemail.com.au](mailto:hbaccess@exemail.com.au)

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TORQUAY, HERVEY BAY

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TORQUAY QLD 4655

Supported by



**Queensland** Government  
Disability Services Queensland

# **HERVEY BAY COMMUNITY ACCESS ASSOC INC**



**“To boldly go where everyone else goes”**

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