



**REDFERN & INNER CITY
HOME SUPPORT SERVICE INC.**
N . A . G . C . F U N D E D P R O J E C T

Caring for Older Australians
Productivity Commission
PO Box 1428
Canberra City ACT 2601

29th July 2010

**SUBMISSION RE
COMMONWEALTH GOVT AND AGED CARE SERVICES**

Redfern & Inner City Home Support Inc (RICHSS) is a Neighbour Aid Service providing Social Support to some 300 clients living in the City of Sydney Local Government Area. The service has been in operation for 20 years.

Our Service is funded under the Home and Community Care Program and provides a range of flexible services under the 'Social Support' umbrella.

As a HACC not for profit service provider we cater for the social needs of aged persons, younger people with disabilities and carers. We also heavily rely on Volunteers to compliment our service.

As providers of Social Support we offer 'one to one' home visits, small group outings to places of interest, small shopping, shopping for special items, banking, bill payment, regular friendly phone calls, advocacy, gentle exercises, escorts for medical appointments and other individual specific

outings of interest. Our service aims to reconnect and maintain clients' access to their local community, promote healthy ageing and independence.

As a HACC Service provider we cater not only to aged persons' needs but also to younger persons with disabilities including those with mental health issues, intellectual disabilities and other disabilities that can affect access to community due to illness. Currently these disabilities sit well within the HACC program. Our concern is that with changes to funding arrangements these people will become part of a gap between Aged Care and Disability Services unless a special provision is made for this target group.

The Interface between HACC and CACP can be difficult. Clients who receive a range of HACC services are often reluctant to go on to a CACP because they lose the social aspects of their care. They lose the community relationships that have been fostered through HACC services. Other relevant issues are the lack in flexibility of service and the stability in service delivery due to constant change in service staff hired through agencies.

HACC clients benefit from Community Transport to medical appointments – however due to mobility issues, frailty, sight and hearing impairments they not only require transport but an escort to accompany and assist them in a myriad of ways. This currently is provided through HACC social support workers and volunteers.

Therese Poulton
Manager - RICHSS