

Factsheet

Home Assist Secure Changes

Information for Clients

From 1 July 2013 changes will be introduced to the way Home Assist Secure services are offered.

What is Changing?

- Clients will need to hold a Commonwealth Pensioner Concession Card to receive subsidised assistance.
- Ongoing lawn mowing services will no longer be offered. Lawn mowing will only be undertaken on a one-off basis, in cases where a client's health safety or security are at risk.
- There will be a greater emphasis placed on assessing client need. Each instance of subsidised support will be individually assessed and prioritised according to the client's health, safety and security needs.

How will this affect me?

- It is possible that some services you have received automatically in the past will now only be offered on an 'as needed' basis. This assessment will be determined by your Home Assist Secure provider.
- All subsidised Home Assist Secure services will be assessed and allocated according to need. This means that you may not receive a service you request, even if you are eligible for assistance.
- If you currently receive regular lawn mowing services through Home Assist Secure, you will be assisted to make other arrangements. While this service will stop, you will still be able to apply for other types of assistance through Home Assist Secure, as the overall level of support available to each client has not changed.

Why Change?

Home Assist Secure provides safety related information, referrals and subsidised assistance to eligible clients unable to undertake or pay for critical maintenance services without assistance.

The changes being made to the program do not change the program intent. They are designed to introduce greater equity for clients across the state and to make the program more effective in supporting clients who need assistance the most.

To achieve this, subsidised assistance will only be offered for work that supports clients' health, safety and security needs.

Additionally the program will target only those clients who cannot physically undertake work themselves and do not have the financial means to engage a contractor to undertake the work required.

Targeting the program more tightly will allow greater resources to be dedicated to the clients who require support the most.

Will the amount of support available to clients be reduced?

- No, the type of support you receive may change, but as long as you are assessed as requiring support, the overall level of support available has not changed. In fact, in some cases, the changes introduced may increase the amount of subsidy you receive for an individual piece of work.

Has funding been reduced?

- No. In fact, funding for the program has increased in line with the Consumer Price Index. There has been no reduction to the amount of funding allocated to Home Assist Secure.

What will happen to the funds previously used for lawn mowing?

- Funds saved from lawn mowing will be redirected towards more substantial and urgent types of work that have a greater impact on a client's ability to continue living in their own home.

What services am I eligible for?

- When you first contact Home Assist Secure, a representative from your local service will arrange a time to conduct a 'First Interview' with you in your home. This time will be used to determine how the service may be able to help you and what your current level of need is. This information will help the service to make decisions regarding the allocation of services to their clients.
- If you feel you have been treated unfairly or that your needs have not properly been considered you should raise the matter with your local Home Assist Secure service provider.

Will I be able to access the same support as my friends in other areas?

- The changes introduce statewide consistency to the way Home Assist Secure services are offered to clients across Queensland. Subsidies will be allocated in the same way for all clients, bringing greater equity and fairness into the way Home Assist Secure clients receive support.
- Because each case is assessed individually, you may not receive exactly the same level or type of service that another client does.

Further information

For more information, please contact your local Home Assist Secure service provider. To find your local provider, call 13QGOV, or visit the Department of Housing and Public Works website: www.hpw.qld.gov.au