

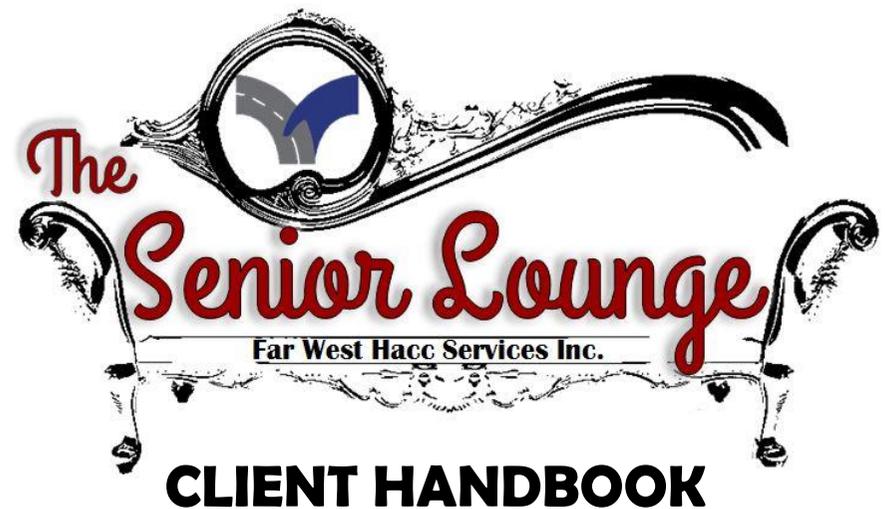
Complaints Policy

If you feel your rights are not being respected or if you have any other complaint or concern about the services you are receiving you can try any of the following

- You can ask a family member or friend to be an advocate on your behalf
- If you feel comfortable about it, you could discuss the situation with the member of staff concerned, this may lead to a fast resolution to your concerns
- If the above is not appropriate or fails to resolve the issue you can contact the Far West HACC Services Manager on (08) 8087 4284
- If this is unsatisfactory you can contact the **Aged Care Complaints Commissioner on 1800 550 552**. This is a free and confidential service which can assist you in working through any complaints or concerns about the service you are receiving.

REMEMBER

If you need any further information regarding The Senior Lounge please call our office on (08) 8087 4284 or
You can visit Far West HACC Services Inc. located at 475 Argent Street, Broken Hill NSW 2880
Information can also be obtained from our webpage fwhacc.org.au



The Senior Lounge focusses on reducing the impact of social isolation and its consequences for aged people. The aim is to facilitate improvement in health, wellbeing and social connection for participants, provide participants opportunities to contribute their skills, improving the liveability, sustainability and inclusiveness of Broken Hill. The Senior Lounge is an exciting and vibrant community hub for independent living seniors to attend and engage with each other and welcomes both males and females.

The Senior Lounge is open 2 days a week on Tuesdays and Wednesdays from 10am to 3pm.

Bookings are essential by contacting Far West HACC Services Inc. office on 8087 4284.

The Senior Lounge receives its funding under the Liveable Community Grants 2015/16 which is funded by FACS. Far West HACC Services Inc. acknowledges the partnership and contribution received from CareWest with this project.

Who is Eligible?

You are eligible if you are:

- 65 and older
- 50 and older if Indigenous
- Living independently at home (low level support requirements)

The aim of this service is to assist seniors to reduce social isolation
If you are unsure if you are eligible, you can visit or call our office to discuss further.

Is there a Cost?

The Senior Lounge operates on a nominal fee to ensure the sustainability of The Senior Lounge to continue.

What Service will you receive?

Included in the daily fee clients will receive:

- Daily Morning tea and lunch
- Special function days
- Arts and crafts
- Knitting
- Croquet
- Painting
- Scrapbooking
- Gardening
- Games
- Computing
- Sewing
- Crafting items for sale at market days
- Visits from our companion dog Missy
- Guests and information sessions and
- Much more will be available

We will be encouraging clients to embrace The Senior Lounge and put forward ideas for activities, events, merchandise and other thoughts that will assist The Senior Lounge to become self-sustainable.

Arts, crafts and other items created by the clients at the lounge will remain at the centre and will be used on market/trading days we have every few months. All money raised from market/trading days will assist to replenish the arts and crafts stock which will in turn contribute to the self-sustainability of the centre. A hairdresser will be onsite each day for ladies and men's cuts, colours, styling etc. and their price list will be available at the centre.

The Far West Community Transport Bus Service is available at their normal costs to all of our Senior Lounge clients, it is recommended that you call at least a day before to organise your bus pickup and return.

What are your Rights?

As a client of The Senior Lounge, you have the right to

- Complain or express any concerns about the service without fear of losing the service or suffering any other recriminations
- Have your complaints dealt with fairly and promptly
- Be represented by an advocate of your choice
- Be informed about what services are available
- Be assessed to receive services without discrimination
- Privacy and confidentiality
- View any information about yourself
- Appeal any decision made regarding your application

What are your Responsibilities?

As a client of The Senior Lounge your responsibilities are as follows

- Clients are required to contact the office to book in advance and notify the office should any bookings be changed or cancelled
- Clients should act in a way which respects the rights of other clients as well as the staff, volunteers including those from Far West Community Transport
- Clients need to take responsibility for the results of any decision that they make