

Fact Sheet



Barossa Regional Home Assist Scheme

About the Home Assist scheme

Barossa & Light Home Assist was set up to provide services to enable people to remain living safely in their own home, maintain independence and enhance their quality of life.

The scheme is available to residents of The Barossa Council and Light Regional Council who are either:

- Frail Aged - people aged 65 or over who are frail
- People on a Disability Support Pension

Available services

Our team of handymen, gardeners and domestic assistants are able to do cleaning, gardening, shopping, window washing, gutter cleaning, and other basic home maintenance tasks.

We are also able to do some simple home modifications such as installing ramps and grab rails.

If the service you require is not listed, contact us anyway as we may still be able to help or link you with another organisation to meet your needs.

Depending on your needs we can provide:

- **one-off services** - you call us when you notice that a job needs to be done
- **short term services** - when you need regular help for a short period of time, for example cleaning or shopping assistance for a few weeks or months after an operation or injury
- **ongoing services** - regular services such as shopping or cleaning where help is required for the foreseeable future.

Accessing services

Once you are registered you can access services directly by contacting us. Call us to find out how to register on 8563 8411.

Funding arrangements

The scheme is funded by the Commonwealth and State governments with support from The Barossa Council and Light Regional Council.

As a general rule our funding allows us to provide up to 16 hours of assistance, per household, per year.

We ask for a contribution of \$7 per hour towards the costs of the contractor.

43-51 Tanunda Road (PO Box 867)
Nuriootpa SA 5355

16/34455

Phone (08) 8563 8444
Email: barossa@barossa.sa.gov.au
ABN: 47 749 871 215

www.barossa.sa.gov.au



Contractor arrangements

We have a team of paid contractors registered with our program. All our contractors are fully security checked. They will contact you directly once they have received our notification and will arrange a day and time to come and carry out the work.

We rely on our clients for feedback. If you are not happy with the service please call us and your complaint will be dealt with confidentially. All consumer complaints will be handled respectfully and without retribution.

Please feel free to address any issues to us directly, or through an advocate.

Alternatively please contact the Aged Rights Advocacy Service on 1800 700 600 or the Aged Care Complaints Commissioner on 1800 550 552.

Clients' rights

We acknowledge our clients' rights under privacy legislation which prevents misuse of personal information. Clients also have rights under the Freedom of Information Act which allows access to records and information retained by Barossa & Light Home Assist.

Refusal of service will not jeopardise access to future services.

Phone 8563 8411 Monday to Friday 9am till 5pm or email homeassist@barossa.sa.gov.au