



Home Assist Community Services
Contractor Registration

WELCOME

Dear Applicant,

Thank you for your enquiry to register as a contractor to undertake work for the clients of Home Assist Community Services.

Please find enclosed general information about our organisation and documentation you will need to complete to be added to our register of approved contractors.

- Contractors General Information

Information Only

- Contractor Details

To be completed and signed

- o Queensland Police Service

Application for a Police Certificate-Name Only

(if required complete & take to your local police station)

If you need any further information, please don't hesitate to contact this office.

Yours sincerely



Amanda Doyle

CEO



ABOUT US

HOME ASSIST COMMUNITY SERVICES

Home Assist Community Services is a non-profit, community based public benevolent institution established in the year 1999 to provide a range of services for older people and people with disabilities in the Queensland Local Government Areas of Bundaberg, Cherbourg, Fraser Coast, Gympie, North Burnett and South Burnett areas.

Home Assist Community Services employs 29 staff and provides funding to 14,500 registered consumers in a 48,000 square kilometre region. We will treat our service users with dignity, respect and confidentiality, we ask that you treat our staff with the same values.

Home Assist Community Service treats all service users with dignity, respect and confidentiality. At your first interview we provide brochures and information about the services we offer and explain about your rights and responsibilities, advocacy, privacy and confidentiality, but if you are in any doubt about the information or have any questions please don't hesitate to contact the service.

Home Assist Community Service constantly strives to offer service users the most appropriate, cost effective and responsive service available and in order to do this we need your help and involvement. If during the course of requesting or receiving a service you can see any way we can improve please don't hesitate to contact us; likewise, if you have any complaint or compliment about us or our contractors please let us know, 'we won't know if you don't tell us'.

You are invited and encouraged to become a member of Home Assist Community Service and by doing so you will have a say in the way its run, just contact Home Assist Community Service for a membership form.

Our Mission - Our Vision - Our Values





OUR MISSION STATEMENT

Home Assist Community Services assist members of the community who are aged and/or have a disability and their carers to live in a home of their choice, to remain safely in their home longer, in a community of their choice.

OUR VISION IS

Home Assist Community Services aspires to be a leading provider of quality, consumer focused services.

OUR VALUES ARE

Honesty, integrity, respect, diversity and balance embracing change and accountability and collaboration with our stakeholders and consumers.

ELIGIBILITY

THE AREAS WE SERVICE & THE SERVICES WE DELIVER

Home Assist Community Services receives recurrent funding from the Queensland Governments Department of Housing and Public Works to provide –

HOME ASSIST SECURE provides services to eligible clients in Fraser Coast Regional Council area (except Hervey Bay), Gympie Regional Council area, South Burnett Regional Council area, Biggenden, Gayndah and Mundubbera areas in the North Burnett Regional Council area.

To be eligible you have to be 60 years or over or any age with a disability living in your own home or rented accommodation. If you hold a Commonwealth Pensioner Concession Card, you are eligible to receive subsidised assistance.

HOME ASSIST SECURE aims to remove some of the practical housing related difficulties experienced by older people (over 60) or people of any age with a disability who wish to remain living in their own or rented home. Home Assist Secure provides safety and security related information and subsidised assistance to eligible clients who are unable to undertake or pay for critical maintenance without assistance.

When a client contacts Home Assist Secure for assistance we can either:-
Carry out the work ourselves with our own staff and any material costs are paid by the client Or contact a contractor who is registered with us, on behalf of the client and we can subsidise \$200.00 Inc GST of the labour cost. The client then pays for any labour charge in excess of the subsidised amount and any material costs

Please note: The maximum eligible person's household subsidy per financial year is \$400.00 Inc GST (Conditions Apply)

All requests for assistance are prioritised on the clients Health, Safety & Security and are subject to the clients and service funding status. We can also arrange quotes from contractors on behalf of clients and provide information regarding the same. You can contact us at any time to arrange for a staff member to visit your home to identify and discuss any areas of potential service need.

All contractors registered with us have agreed to be bound by our code of conduct, have all the required trade qualifications and are fully insured.

Home Assist Community Services receives recurrent funding from the Australian Governments Department of Health to provide – COMMONWEALTH HOME SUPPORT

PROGRAM (CHSP) - HOME MAINTENANCE services to eligible clients in the Fraser Coast Regional Council area (except Hervey Bay).

COMMONWEALTH HOME SUPPORT PROGRAM (CHSP) - DOMESTIC ASSISTANCE services to eligible clients in the Fraser Coast Regional Council area (except Hervey Bay).

COMMONWEALTH HOME SUPPORT PROGRAM (CHSP) - HOME MODIFICATION services to eligible clients in the Regional Areas of Bundaberg, Cherbourg, Fraser Coast, North Burnett and South Burnett.

To be eligible you must be 65 years and over, frail aged with functional limitations as a result of a disability and living in the community or 50 years and over frail aged Aboriginal & Torres Strait Islander person with functional limitations as a result of a disability and living in the community; and the unpaid carers of these frail aged people. All clients are assessed using the Ongoing Needs Identification screening tool prior to a service provision to determine their eligibility.

The (CHSP) HOME MAINTENANCE service provides home maintenance and minor home repairs together with garden maintenance and the removal of rubbish to keep their home in a safe and habitable condition.

When a client contacts the Home Maintenance service for assistance we can either: -

Carry out the work ourselves with our own staff and any material costs are paid by the client

Or contact a contractor who is registered with us, on behalf of the client and we can subsidise the labour cost. The client then pays for any labour charge in excess of the subsidised amount and any material costs

The amount of the subsidy can vary and is based on the demand for service versus the funds available.

The (CHSP) DOMESTIC ASSISTANCE service provides one off cleaning to areas around the homes of eligible clients that cannot be cleaned by other Home Care services due to occupational health and safety and other constraints.

This service provides one off spring cleaning, pre-cleaning of client's homes prior to the commencement of Home Care services together with the provision of specialised cleaning for clients with incontinence or blood issues.

When a client contacts the Domestic Assistance service for assistance we can either:-

Carry out the work ourselves with our own staff

Or contact a contractor who is registered with us, on behalf of the client and we can

subsidise the labour cost, the client then pays for any labour charge in excess of the subsidised amount

The amount of the subsidy can vary and is based on the demand for service versus the funds available.

(CHSP) HOME MODIFICATION (minor) include structural changes to the person's home to enable them to live and move safely about the house such as the fitting of grab rails, small ramps, step modifications, appropriate tap sets, hand held showers and other safety and mobility aids. Any material costs are paid by the client, the labour is supplied at no cost to the client. Modifications require assessment by an occupational therapist, at no cost to the client.

(CHSP) HOME MODIFICATION (major) provides information, assessment, project management and financial assistance to eligible clients or their carers. The service aims to remove some of the practical housing related difficulties experienced by those persons who wish to remain living in their own homes by providing subsidised, significant home modifications such as wheelchair accessible bathrooms, wheelchair ramps, stair climbers and water lifts etc.

Clients can be referred or self referred by sending a completed application form. An Occupational Therapist and a Modifications specialist are engaged to assess the client's requirements and complete reports addressing selection criteria and design requirements. The reports are assessed by the Home Modifications Advisory Committee and if approved, quotes are obtained and the amount of client contribution is negotiated. Modifications require assessment by an occupational therapist, at no cost to the client.



GUIDELINES & CODE OF BEHAVIOUR FOR CONTRACTORS

These Guide Lines have been developed to make all contractors aware of the expectations that will be placed upon them when undertaking work for the clients of Home Assist Community Services.

Legal Requirements

Contractors will need to provide the following: -

1. Australian Business Number (ABN)
2. Public Liability Insurance (Minimum of \$10 million)
3. National Criminal History Check (current – within the last 3 years) i. OR 4. Blue Card (current – within the last 3 years)
5. Contractors and staff will hold formal qualifications, and carry out all work in accordance with the Work Health and Safety Act 2011 the relevant Building Codes, Local Government Authority Regulations, Licence Regulations and Australian Standards.

Code of Behaviour

Contractors will be expected to abide by the following: -

Represent Home Assist Community Services in a positive way

Treat all clients and /or their carer's with understanding, dignity and practise polite and sensitive communications

Never solicit work from a client

Never offer to purchase any item from a client and/or carer unless publicly offered for sale

Present oneself and carry out all work in a professional manner

Refrain from smoking in a client's home

Respect the rights of client and/or their carers

Respect the personal property of the client and/or their carers

Treat all client information as confidential

Any conflict of interest or potential conflict of interest which may occur will be declared in writing as soon as possible to the CEO. Never sub-contract any part of any work, unless permission has been given by HOMESSA Inc., any breaches of this code will result in suspension of work.

Paperwork Requirements

1. When you receive an enquiry sheet please notify the issuing office if you cannot complete the job within 5 working days
2. Telephone the client before going to the job to arrange a suitable time and keep a record of the call on the enquiry sheet, even if you did not get an answer
3. Be punctual, neat and tidy and when you arrive at the job let the client know you have been sent by Home Assist Community Services
4. Give the client an estimate of the cost of materials, if required, before you commence the job
5. If the client requests extra work that is not on the enquiry sheet, contact the issuing office to get approval before any work is carried out
6. Record the time taken to do the job in the 'Time Taken' box on the enquiry sheet
7. Ensure the client signs and dates the enquiry sheet when you have completed the job
8. Ensure a receipt is provided for any monies paid to you from the client
9. Return the completed enquiry sheet with your tax invoice/statement, without the signature or the breakdown of costs will delay payment into your bank
10. Ensure all work is carried out in a timely and efficient manner and the work site left clean

Code of Behaviour

The day to day operations of HOMESSA Inc. will be conducted most effectively if all contractors are aware of the expectations placed upon them. To clarify these expectations, this Code of Behaviour has been developed for all HOMESSA Inc. contractors. All contractors are asked to sign this Code of Behaviour before they can be added to the approved contractors register. I _____ agree: to treat any written or verbal information given to me or used by me in the course of my duties as highly confidential. I agree not to reveal confidential information about client, their families, staff, members of the organisation, or matters related to Home Assist Community Services to external sources whilst working on behalf of Home Assist Community Services or at any time in the future

- to abide by Home Assist Community Services Contractor Guidelines
- to represent Home Assist Community Services in a positive way
- to treat all clients and/or their carers with understanding, dignity and practise polite and sensitive communications
- to never solicit work from a client to never offer to purchase any item from a client and/or carer unless publicly offered for sale
- to present oneself and carry out all work in a professional manner to refrain from smoking in a client's home
- to respect the rights of the clients and/or their carers
- to treat all client information as confidential that any conflict of interest or potential conflict of interest which may occur will be declared in writing as soon as possible to the CEO
- to never sub-contract any part of any work requested, unless permission has been given by Home Assist Community Services.

Contractor Signature: _____

Date: _____

Business / Contractor Details

Business / Trading	
Entity Type	ABN
GST Registered	Phone Number
Prefer Jobs via (Please Circle)	Labour Rates (Hourly)
EMAIL FAX COLLECT MAIL	
Address	
Email Address (Work Orders)	
Email Address (Accounts)	
Contact Person 1 (Full Name)	
Contact Person 2 (Full Name)	
Accounts (Full Name)	



Payment Details

Payable To
Bank Name
BSB Number
Account Number

License Details

QBCC Building & Construction Commission (if applicable)
Expiry Date:
Others i.e. Electrical/Plumbing etc. (if applicable)
Expiry Date:
PLEASE PROVIDE A COPY OF ALL THE ABOVE CERTIFICATES

Public Liability Insurance

Public Liability Insurance
Certificate Number
Expiry Date:
PLEASE PROVIDE A COPY OF ALL THE ABOVE CERTIFICATES

National Police Certificate or Positive Blue Card

Worker (1)
Full Name:
Certificate Number:
Expiry Date:
Worker (2)
Full Name:
Certificate Number:
Expiry Date:
Worker (3)
Full Name:
Certificate Number:
Expiry Date:
PLEASE PROVIDE A COPY OF ALL THE ABOVE CERTIFICATES

Service Area Details

Please indicate the areas you are prepared to work in by ticking the boxes: -

Town / Suburb (Region - Bundaberg)	
<input type="checkbox"/> Bundaberg	<input type="checkbox"/> Childers
<input type="checkbox"/> Gin Gin	<input type="checkbox"/> Monto
<input type="checkbox"/> Other:	

Town / Suburb (Region - Gympie)	
<input type="checkbox"/> Cooloola Cove	<input type="checkbox"/> Curra
<input type="checkbox"/> Glastonbury	<input type="checkbox"/> Goomoorian
<input type="checkbox"/> Goomeri	<input type="checkbox"/> Gympie
<input type="checkbox"/> Kilkivan	<input type="checkbox"/> Mary Valley
<input type="checkbox"/> Neerdie	<input type="checkbox"/> Rainbow Beach
<input type="checkbox"/> Tin Can Bay	<input type="checkbox"/> Widgee
<input type="checkbox"/> Wolvi	<input type="checkbox"/> Woolooga
<input type="checkbox"/> Other:	

Town / Suburb (Region - Hervey Bay)	
<input type="checkbox"/> Aldershot	<input type="checkbox"/> Booral
<input type="checkbox"/> Burrum Heads	<input type="checkbox"/> Dundowran Beach
<input type="checkbox"/> Hervey Bay	<input type="checkbox"/> Howard
<input type="checkbox"/> River Heads	<input type="checkbox"/> Toogoom
<input type="checkbox"/> Torbanlea	
<input type="checkbox"/> Other:	

Town / Suburb (Region - Maryborough)	
<input type="radio"/> Aramara	<input type="radio"/> Bauple
<input type="radio"/> Boonooroo	<input type="radio"/> Broweena
<input type="radio"/> Glenwood	<input type="radio"/> Gootchie
<input type="radio"/> Granville	<input type="radio"/> Maaroom
<input type="radio"/> Maryborough	<input type="radio"/> Mungar
<input type="radio"/> Oakhurst	<input type="radio"/> Poona
<input type="radio"/> St Helens	<input type="radio"/> Tiaro
<input type="radio"/> Tinana	<input type="radio"/> Tinnanbar
<input type="radio"/> Tuan	<input type="radio"/> Woocoo
<input type="radio"/> Yengarie	<input type="radio"/> Yerra
<input type="radio"/> Other:	

Town / Suburb (Region - North Burnett)	
<input type="radio"/> Biggenden	<input type="radio"/> Eidsvold
<input type="radio"/> Gayndah	<input type="radio"/> Mundubbera
<input type="radio"/> Other:	

Town / Suburb (Region - South Burnett)	
<input type="radio"/> Blackbutt	<input type="radio"/> Kingaroy
<input type="radio"/> Murgon	<input type="radio"/> Nanango
<input type="radio"/> Wondai	
<input type="radio"/> Other:	

Specialised Field Details

Please indicate the work your business provides by ticking the boxes: -

Types of Work	
<input type="checkbox"/> Air Conditioning - Filter Cleaning	<input type="checkbox"/> Air Conditioning - Installations
<input type="checkbox"/> Air Conditioning - Repairs	<input type="checkbox"/> Antenna Repairs
<input type="checkbox"/> Antenna Installer	<input type="checkbox"/> Building - Minor
<input type="checkbox"/> Building - Major	<input type="checkbox"/> Carpentry
<input type="checkbox"/> Carpet Cleaning	<input type="checkbox"/> Concreting Large Areas
<input type="checkbox"/> Concreting Small Areas	<input type="checkbox"/> Door Locks External - Repairs
<input type="checkbox"/> Door Locks External - Replaced	<input type="checkbox"/> Door Locks Internal - Repairs
<input type="checkbox"/> Door Locks Internal - Replaced	<input type="checkbox"/> Electrical
<input type="checkbox"/> Electrical Appliances	<input type="checkbox"/> Fencing
<input type="checkbox"/> Freezers	<input type="checkbox"/> Fridges
<input type="checkbox"/> Gardening	<input type="checkbox"/> Gas Fitter
<input type="checkbox"/> Glass and Glazing	<input type="checkbox"/> Gutter Cleaning - Highset
<input type="checkbox"/> Gutter Cleaning - Lowset	<input type="checkbox"/> Guttering - Repairs
<input type="checkbox"/> Guttering - Replacement	<input type="checkbox"/> Handyman Work
<input type="checkbox"/> House Cleaning External - High	<input type="checkbox"/> House Cleaning External - Low
<input type="checkbox"/> House Cleaning Internal - High	<input type="checkbox"/> House Cleaning Internal - Low
<input type="checkbox"/> HWS Repairs (Electric)	<input type="checkbox"/> HWS Repairs (Gas)
<input type="checkbox"/> HWS Repairs (Solar)	<input type="checkbox"/> HWS Replacement (Electric)
<input type="checkbox"/> HWS Replacement (Gas)	<input type="checkbox"/> HWS Replacement (Solar)
<input type="checkbox"/> Lawn Mowing	<input type="checkbox"/> Locks - rekeying
<input type="checkbox"/> Metal Fabrications	<input type="checkbox"/> Occupational Therapy
<input type="checkbox"/> Painting - External	<input type="checkbox"/> Painting - Internal
<input type="checkbox"/> Pest Control	<input type="checkbox"/> Plumbing - Major

<input type="checkbox"/> Plumbing - Minor	<input type="checkbox"/> Pressure Cleaning
<input type="checkbox"/> Roofing - Repairs	<input type="checkbox"/> Roofing Replacement
<input type="checkbox"/> Roofing (Tiled) - Repairs	<input type="checkbox"/> Roofing (Tiled) - Replacement
<input type="checkbox"/> Rubbish Removal (yard)	<input type="checkbox"/> Security Door - Installer
<input type="checkbox"/> Security Door - Repairs	<input type="checkbox"/> Security Screen - Installer
<input type="checkbox"/> Security Screen - Repairs	<input type="checkbox"/> Sewerage Blockages
<input type="checkbox"/> Shrub Pruning	<input type="checkbox"/> Stoves (Electric)
<input type="checkbox"/> Stoves (Gas)	<input type="checkbox"/> Stump Replacement - Highset
<input type="checkbox"/> Stump Replacement - Lowset	<input type="checkbox"/> Television Cabling
<input type="checkbox"/> Television Repairs	<input type="checkbox"/> Tiling
<input type="checkbox"/> Tree Loping - Large Trees	<input type="checkbox"/> Tree Lopping - Small Trees
<input type="checkbox"/> Washing Machines Repairs	<input type="checkbox"/> Weed Spraying
<input type="checkbox"/> Whipper Snipping	
<input type="checkbox"/> Other:	
.....	
.....	

BECOME A MEMBER

of Home Assist Community Services

Looking for a chance to give back to the Community?

Become a member of Home Assist Community Services and help support the Association that supports the community for just \$2.00 for five years.

Please complete the Membership Form below to get started. We look forward to having you on board.

Sign and return the following pages if applicable - reply paid envelope is included.



PLEASE COMPLETE AND RETURN

Membership Form

Home Assist Community Services



Application Date

Day Month Year

First Name

Surname

Phone Number

Mobile Number

Email Address

I agree to be bound by the Constitution of Home Assist Community Services, its Policies and Procedures and the Code of Conduct, which must be signed and accompany this application for Home Assist Community Services membership.

Signature of Applicant

Proposed by

Signature

Seconded by

Signature

* Home Assist Community Services will contact you on receipt of application to arrange a membership donation of \$2.00 valid for 5 years.

PLEASE COMPLETE AND RETURN

Code of Conduct for Members

Home Assist Community Services



This Code of Conduct has been developed for all Home Assist Community Services members. All members are asked to sign this code upon application for membership of Home Assist Community Services.

I agree:

- to uphold the mission statement and values of Home Assist Community Services;
- to observe all rules of Home Assist Community Services including those specified in the Constitution, the Associations Incorporation Act 1987 and any other set down by the Board of Directors or the membership of Home Assist Community Services from time to time;
- to adhere to all policies and procedures set down in the Home Assist Community Services Policy and Procedures Manual;
- not to act on Home Assist Community Services matters without the consent of the Board of Directors, including not interfering in the day to day operations of Home Assist Community Services;
- to represent Home Assist Community Services in a positive way;
- not to discuss confidential issues with people outside of Home Assist Community Services, without the consent of the Board of Directors;
- to follow any grievance procedures set down by the Board of Directors to try to resolve any conflicts with staff or members of Home Assist Community Services;
- not to abuse, physically or verbally, staff or members of Home Assist Community Services

I am aware that as a member of Home Assist Community Services, if I fail to abide by this Code of Conduct, I may be liable for expulsion from Home Assist Community Services under the rules of the Constitution. I am aware that my membership may be terminated for:

- being convicted of an indictable offence;
- failing to comply with the rules of the Constitution or this Code of Behaviour;
- having membership fees in arrears for a period exceeding 2 months from the date of the AGM;
- conducting myself in a manner considered to be injurious or prejudicial to the character or interests of the association.

Full Name

Signature of Member

Date

 

Day Month Year

Witnessed by

Signature of witness

Proudly delivering:

Home Assist Secure Program

NDIS

Home Care Package Broker

Commonwealth Home Support Programme

DVA

