

BRC Community Care
Services

CLIENT HANDBOOK



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WELCOME TO BARCALDINE REGIONAL COUNCIL COMMUNITY CARE SERVICES.

Our name has undergone a change but we are still the same service with the same caring staff here to assist you in staying at home independent and safe.

We continue to be funded by the Commonwealth and State Government for the varied service we provide:

CHSP – Commonwealth Home Support Programme

CHCP – Commonwealth Home Care Package

MOW – Meals on Wheels

QCC – Queensland Community Care (State funding)

HAS – Home Assist Secure (State funding)

DSQ – Disability Services Queensland

NDIS – National Disability Insurance Scheme

BBS – Broad Band for Seniors

VISION OF OUR SERVICE

To support the residents in our region through the provision of holistic community health services to support and maintain their independence and individual value throughout their life.

Commonwealth Home Support Programme (CHSP)

The Commonwealth Home Support Programme helps older people living in the community to maximise their independence, via the delivery of timely, high quality **BASIC SUPPORT SERVICES** centred around each person's individual goals, preferences and choices, and underpinning a strong emphasis on wellness and re-ablement.

The programme will help clients stay living in their homes for as long as they can and wish to do so.

Target Group Commonwealth Home Support Programme (CHSP)

Frail, older people (aged 65 years and over or 50 years and over for Aboriginal and Torres Strait Islander people) and who need assistance

with daily living to remain living independently at home and in the community.

Frail, older CHSP clients aged 65 years and over (50 years for Aboriginal and Torres Strait Islander people) will be the direct service recipients of planned respite services, which will allow regular carers to take a break from their usual duties.

People aged 50 years and over on a low income who are homeless or at risk of homelessness as a result of experiencing housing stress or not having secure accommodation.

Grant recipients funded under the Commonwealth Home Support Programme and their service delivery client base.

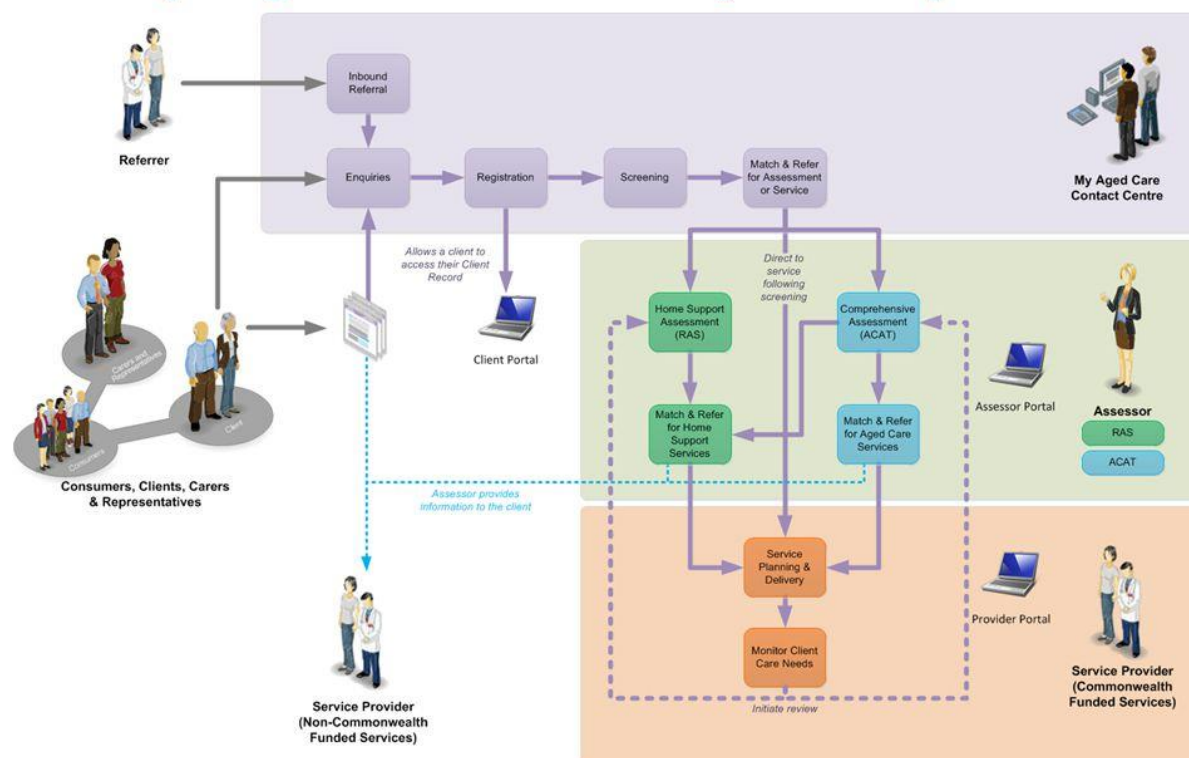
Home Assist Secure Programme (HAS)

The Home Assist Secure Program aims to provide clients with basic assistance to stay in their own homes for as long as they choose, by providing help and assistance with everyday maintenance issues of health, access and general maintenance.

This Program is funded solely by the Queensland Government and operates differently for referrals for service than Commonwealth services.

Accessing Services for CHSP via My Aged Care (MAC)

My Aged Care client pathways



1. Call My Aged Care on 1800 200 422 between 8am – 8pm weekdays and 10am – 2pm Saturday. We can assist you in contacting My Aged Care if needed.

When you call, the My Aged Care staff will ask you a range of questions over the phone to form a picture of your needs and care arrangements.

2. The My Aged Care staff may arrange a face-to-face assessment of your needs to be conducted in your own home by a member of the Regional Assessment Team.

Our Regional Assessment Teams are based in Rockhampton, Emerald and Longreach, therefore a phone assessment may take place rather than face to face.

3. My Aged Care staff or your assessor may then refer you for aged care services. You can choose BRC Community Care Services as your

care provider. My Aged Care staff may also give you aged care information and details on non-Commonwealth funded services.

- ✓ Once Barcaldine Regional Council Community Care Services accepts the Request for Service, this is when the conversation occurs at a local level with the Local Coordinator or the Nurse and you / family representative / advocate discuss with you what services have been recommended and what can be provided.

4. The Australian Government subsidises a range of aged care services in Australia. If your personal circumstances allow, it is expected that you will contribute to the costs of your care if you can afford to do so.

5. There is a Basic Daily Fee that has been set by the Australian Government for Home Care Packages. This amount is adjusted with the Consumer Price Index (CPI) each April and September. You will see this amount in your personal monthly budget.

WHAT IS A HOME CARE PACKAGE?

The Home Care Package Programme provides packages of care and services to meet higher level care needs and help you live independently in your home. The Home Care Package Programme allows you to tailor a co-ordinated range of care and services to help you meet your care needs and achieve your goals.

To receive a HCP, you must be assessed by an Aged Care Assessment Team (ACAT) as requiring at least low level care.

Level 1 (approx. 1-2 hours a week on average) – supports people with **basic care** needs

Level 2 (approx. 4-6 hours a week on average) – supports people with **low-level care** needs

Level 3 (approx. 7-9 hours a week on average) – supports people with **intermediate care** needs

Level 4 (approx. 14-20 hours a week on average) – supports people with **high care** needs

Each package has a budget allocated for your level of home care package. Funding (which consists of the funds allocated for you plus your contribution and any income tested fees) is paid to your provider by the Australian Government to deliver your care and support.

You can tailor a Home Care Package to best support your needs and goals by working in partnership with your home care provider to co-produce your care plan. This is an important part of the process, and will help you to get the most out of the care and services available to you.

If you use your allocation of funding for your package under the Consumer Directed Care (CDC) system you may be required to make a personal monetary contribution to your care services into the future. This will occur prior to services being delivered.

There is a basic daily fee, set by the Commonwealth and an exit fee, should you move towns or services.

QLD COMMUNITY CARE (QCC)

Eligibility

In order to access Community Care services, you must be a person, or the carer of a person, who:

- is under 65, or under 50 for Aboriginal and Torres Strait Islander people, **and**
- has a moderate, severe or profound disability, or a condition which restricts the ability to carry out activities of daily living, **and**
- is living in the community, **and**
- is having difficulty performing the core activities of daily living* due to functional limitations, **and**
- is at risk of losing independence without assistance from Community Care.

** Core activities of daily living are communication, self-care and mobility. Core activity tasks include dressing, bathing or showering, preparing meals, house cleaning and maintenance.*

Generally, people who receive similar specialist disability services funded through Disability Services are not eligible for Community Care.

HOW TO ACCESS QUEENSLAND COMMUNITY CARE SERVICES:

The Community Care Access Point is the central screening and intake point for Queensland Community Care services. A person can phone the Access Point on 1800 600 300 for information about Queensland Community Care services, advice on eligibility and an initial screening referral.

Services are generally provided Monday to Friday from 8.30am to 4.00pm (specific to your local service)

FUNDED STATE AND FEDERAL SERVICES PROVIDED

(*Denotes State & Federal Funding)

SOCIAL SUPPORT GROUP

Social Support – Group is held at the local Centre for group activities. It includes a range of activities such as movies, games and trips and picnics to out of town destinations and provides support to participate in these events. Transport can be provided.

*DOMESTIC ASSISTANCE – FEES APPLY

Domestic Assistance is basic assistance to help you maintain and build your ability to carry out daily living tasks, e.g.: basic household cleaning, washing, ironing.

We assist with basic household tasks that you have problems with.

Please note: Services may be suspended during periods where able bodied family and friends may visit or stay within your home.

*PERSONAL CARE – FEES APPLY

Assistance to support your independence in personal care activities such as showering, dressing (or supervision with both) and medication management.

*SOCIAL SUPPORT – INDIVIDUAL

Social support includes assistance to keep you connected with your community. This could include accompanying you with shopping, banking, paying bills and letter writing or attending social events as well as friendly visits to your home.

*MEALS – FEES APPLY

Referrals for Meals on Wheels can be obtained through your local Commonwealth Home Support Programme, Nurse and My Aged Care. Emergency meals can be obtained through BRC Community Care Services until My Aged Care contacts the client.

*NURSING

Nursing can be provided by a registered nurse, this can include i.e. blood pressure, blood sugars, ear checks, wound care, and health promotion support. The Nurse can accompany you to Doctors

appointments if you wish. Nursing can occur in your home or the CHSP centre.

***HOME MAINTENANCE**

Home Maintenance services can be provided by a BRC Community Care Services Field Officer. These services may include lawn mowing and general yard maintenance. There are limits to the hours of service and the extent of services, given local yard sizes, yard conditions and staff availability.

***TRANSPORT**

We acknowledge the importance of social connections; hence we can provide transport for Doctors appointments, local shopping, meeting the train or bus, social events (during standard working hours of the service) and to some out of town medical appointments (a fee is required for out of town service). **48 hour's notice** must be provided prior to the required service, to allow an allocation of staff and vehicles. (Excluding emergencies)

***HOME MODIFICATIONS SERVICES**

Home Modifications include small low cost (\$1000) interventions to homes and access points for eligible clients as well as major modifications including bathrooms, kitchens, stairs, lifts, stair climbers, ramps and portable bathroom units. These services require a referral through MAC and also a referral to an Occupational Therapist, outlining a comprehensive report of services to be delivered, to best suit the clients needs.

INFORMATION & REFERRAL SERVICES

We have free pamphlets, DVD's and books available for loan. Information and resource material is also available.

We are also able to assist you in referrals to other services such as Home Assist Secure, Home Modifications, North West Remote Health, Queensland Health and other specific care services.

All consumers receiving service from BRC Community Care Services are involved in their care process in the following ways.

Independence

BRC Community Care Services believes that the independence of each individual should be fostered and supported.

Services are designed to support you, or the person you care for, to stay active, independent and living at home for as long as possible. Helping people stay active, involved and doing as much for themselves as possible, is proven to help people stay more independent with a greater sense of wellbeing. This is the focus of the approach CHSP services takes in working with you.

Our service aims to focus on the person as a whole, recognising each individual's strengths and abilities and aims to empower the individual to identify their own care/support goals and not have these abilities undermined through the delivery of care/support in areas where clients can manage and stay independent.

We work in partnership with you and your family to identify and support what you want to achieve (Goals) and the things that are important to you (Goal Development). Support/Care Plans are developed with you to help put in place the right solutions for you to promote and foster individual independence.

WHAT IS A GOAL DIRECTED CARE PLAN?

Care Plans are developed with you (and your carer/family/advocate) following your assessment. BRC Community Care Services recognises the importance of family involvement in your care and we will work in conjunction with families in providing timely, flexible support.

Goal Directed Care and Care Plans focus on appropriate support to sustain or improve your ability to live independently. We encourage clients to be actively involved in setting individual goals and making decisions about their level of care.

Goal Directed Care and Care Plans are developed using a wellness approach and individual plans are developed that ensure your strengths are recognised and built upon and not undermined through the delivery of care in areas where you can manage. Doing things for yourself or

with your family and supported by BRC Community Care Services, helps you maintain your independence, stay active and in control.

The Care Plan is based on measurable goals and on your strengths and abilities.

A signed copy of your Care/Support Plan is given to you to keep in your home to ensure:

1. You understand the level of support being provided
2. You understand we promote a wellness and active aging approach – hence your role/participation in the support process.
3. To ensure service delivery by staff is consistent with your level of independence.

Your Care/Support plan is reviewed annually or earlier if your plan needs change. Every time there is a change to your Care/Support Plan, you will receive a new copy which will require your signature, confirming the changes.

You may have a carer, advocate or friend with you at any meeting, assessment or review. If you do not have an advocate, we can refer you to the Aged and Disability Advocates (ADA).

What is a Service Plan?

Service Plans are part of the routine process if you receive Domestic Assistance, Social Support and or Personal Care.

Your Service Plan is developed following your first interview/review and with discussions with yourself (and your carer, family or advocate).

Your Individual Service Plan has been developed to ensure your strengths are recognised and built upon. It specifies the support you receive, appropriate to sustain or improve your ability to live independently.

It demonstrates your participation in the service provided, days and times of service delivery, fees and any special requirements you may have to enable you to live independently.

The Service Plan will be discussed and explained to you before asking you to sign your plan.

Signing and having a copy of the Service Plan enables:

1. You to understand the level of support being provided by staff and that doing things for yourself, or with us helps you to maintain your independence, stay active and in control
2. You to understand we promote a wellness and active ageing approach – hence your role in the support process
3. Us to ensure service delivery by staff is consistent with your level of independence
4. Modifications that may require additional or different services to the existing Service Plan you are asked to contact the local area Coordinator.

Client Reviews

BRC Community Care Services Coordinators or the Nurse will visit you at least once every 12 months, to identify if changes to your current Care/Support are required to best meet your needs and to maintain your independence. This review may happen more often if your care needs change during the year.

Following the discussion at your review, if increased or additional services are required, with your consent, My Aged Care is contacted. They will organise an assessment with our Regional Assessment Service.

If you feel your needs have changed, please contact the local Coordinator or Nurse who can assist with contacting My Aged Care.

Once assessed by My Aged Care, BRC Community Care Services will accept the Request for Service from My Aged Care. This is when the conversation occurs at a local level with the BRC Community Care Services staff where you/ a family representative/or an advocate discuss with you what services have been recommended and what can be provided.

Fees and Charges

Clients are required to pay a fee for some services they receive from BRC Community Care Services under the Commonwealth Home Support Programme or Home Care Package Programme. All fees are set by Barcaldine Regional Council and if there is an increase in fees, you will be notified in writing.

A schedule of the fees will be provided to you. You can at any time contact the office for an up to date schedule.

No client will be refused a service, if eligible, based on inability to pay.

Appeal

If you are unhappy about the result of your review you can appeal the decision made regarding your review. You can speak to the Local Coordinator/Nurse or the Regional Coordinator of BRC Community Care Services. You will be advised in writing of the outcome within 30 working days of the date of appeal.

Paying Your Fees

Barcaldine Regional Council will provide you with an invoice at the end of each month for services or meals provided by BRC Community Care Services. You can make payment via post, or in person using either cash or cheque made payable to the Barcaldine Regional Council. Ensure that your payment is for the correct amount on the invoice provided.

BRC Community Care staff do not collect money to pay fees.

DELIVERY SUPPORT TO YOU

Keeping Appointments with Support Staff

If you are unable to keep an appointment please ring the office. The more notice you give us, the better the chance we have of re-scheduling your appointment. We appreciate **24 hours' notice** if possible to allow Coordinator to notify staff of changes.

Under the Guidelines of Service, you may be charged for cancelling a scheduled service without prior notification

What About Smoking?

All of our staff are asked not to smoke in people's homes.

We also request that **you do not smoke when a staff member is in your home** and that you do not smoke at the centre or in staff/service vehicles.

What About Dogs?

As the behaviour of dogs can be unpredictable, so we ask you to make sure that any dog, other than an assistive dog, is restrained whilst the staff are in your home.

Our staff are instructed not to enter a house yard or home if the dog is not restrained.

Chemicals in The Home

Our staff may be exposed to chemicals every day, due to their work, so we insist that they do not work with hazardous chemicals in your home. Staff **are not permitted** to use bleach-containing products or any corrosive chemicals such as oven cleaners.

All cleaning products are to have clear instructions for use on them and advise if the product is hazardous and what protective equipment should be used.

A Non-hazardous Products List is provided to all BRC Community Care Service clients and staff to ensure client and staff safety whilst performing home help duties.

Clients receiving BRC Community Care Services are asked to yearly sign that they will only use Non-hazardous Products in their homes.

New clients are allowed to use existing products, depending on the type of product, until new products need to be purchased.

CANCELLING CARE/SUPPORT

Can BRC Community Care Services Cancel Care/Support?

Whilst every effort is made to provide clients with their required level of care/support, cancellation can occur for the following reasons:

- If you move away from our service area
- You move into a nursing home
- Your needs increase and the service is unable to provide the necessary care/support
- You no longer require care/support by written acknowledgement to BRC Community Care Services
- Your behaviour is not appropriate towards staff or other consumers.

Can I Cancel/Refuse Care/Support?

Consumers have the right to refuse or cancel your support at any time. You will be required to complete the relevant documentation and if your circumstances change you will need to complete another assessment with My Aged Care. You will have to pay an Exit Fee (\$150) if you are on a Home Care Package and move to another service.

Hospital Stays and Holidays

Please arrange for someone to advise us if you have to go to hospital or let us know if you are going on holidays. Your services can be resumed when you return to your home.

It is your responsibility to advise BRC Community Care Services if you are admitted to hospital. You can ask local nursing staff, through the hospital to advise us.

**CHSP CLIENTS RIGHTS AND RESPONSIBILITIES POLICY
& CHARTER OF RIGHTS AND RESPONSIBILITIES FOR
HOME CARE GIVEN AND SIGNED IN
ACKNOWLEDGEMENT AT FIRST INTERVIEW &
REVIEWS.**

CLIENT RECORDS

A record will be kept of the services provided to you.

You or any nominated representative, with your written approval, can access your records upon request in writing. This information will be released within 3 working days from receipt of request.

PRIVACY AND CONFIDENTIALITY

BRC Community Care Services is committed to protecting your privacy and confidentiality.

To ensure your privacy:

- Consumer files and other information are securely stored.
- We only collect information about consumers that is relevant to the provision of support and we explain to consumers why we collect the information and what we use it for.
- We seek consent from consumers to, in an emergency, disclose personal information to other health service providers, as appropriate to provide emergency care or services.
- We will seek consent from a consumer to provide access to their records to government officials (or their delegates) when they conduct quality reviews or the investigation of complaints. We advise consumers that these individuals are required to keep all information accessed through this process confidential.
- Consent to share personal information can be withdrawn at any time by the consumer.
- Reviews are always conducted in private with the consumer, unless the client consents to their carer, advocate or other person being present.
- Any discussions between staff about consumers are held in a closed office.

What Services Are Offered to Carers?

Many older people and people with disabilities are supported by carers. This can be extremely demanding. Carers also need advice and support to assist them in their role. If you are a carer, you can get support through:

- **Carers Gateway** – funded by the Australian Government, Carers Gateway is a new, national service which provides information and practical resources to assist carers.
- **Carer Support Organisations** – Organisations like the Carers Association and the Alzheimer's Association provide information, counselling, training advocacy and other services.
- **National Dementia Helpline – 1800 100 500.**

Where Can You Get More Help?

There is a lot more information for carers available on a range of topics.

- Contact **My Aged Care** for contact and referral details – **1800 200 422.**
- **Carer Allowance and Carer Payments** – Financial support may also be available for carers in the form of a carer allowance or payment – contact Centrelink.

Compliments, Complaints and Feedback

BRC Community Care Services encourages consumers to provide feedback on the support we provide. This assists us to better meet your needs and to plan for the future.

All compliments, complaints and feedback are treated in confidence and will not affect the quality of support you receive or any other dealings you have with BRC Community Care Services.

As a consumer, you are entitled to have any complaint dealt with objectively and without fear of retribution.

Follow this simple 4 step complaints/concerns procedure for clients:

1. Talk to the Service Worker:

First of all, consumers are encouraged to raise their complaint with staff member involved.

2. Talk to the local Coordinator:

If the consumer is not satisfied with the outcome, or doesn't want to discuss the matter with the staff member, they should talk to the Coordinator. The client should feel free to use an advocate if they prefer to do so. The advocate can support you to raise and resolve concerns about the quality of service you receive.

You can submit your complaint in writing to:

Donna McGrath

Alpha/Jericho CCS Coordinator

23 Milton Street

ALPHA QLD 4724

Ph: 07 4985 1304

Mob: 0429 051 304

Maree Hansen

Aramac CCS Coordinator

20 McWhannell Street

ARAMAC QLD 4726

Ph: 074651 3346

Ph: 0427 465 134

3. Talk to the Regional Coordinator:

If you need to discuss the issue further then the consumer (and/or advocate) should make contact with:

Carl O'Neill – Regional Coordinator,

**BRC Community Care Services,
PO Box 191 Barcaldine Q 4725
or phone 0408 372 526.**

This discussion would take place with the BRC Chief Executive Officer who would make a decision about the complaint on behalf of Barcaldine Regional Council.

If your complaint is not resolved to your satisfaction at your local level you can:

4. Talk to the agency government officer:

If the issue is still not resolved, then the consumer (and/or advocate) can complain to a regional agency government officer, or an advocacy agency.

For Community Care Consumers, Contact:

DEPARTMENT OF COMMUNITIES, CHILD SAFETY AND
DISABILITY SERVICES

Postal Address: Complaints and Review
Department of Communities, Child Safety and
Disability Services
GPO Box 806
Brisbane QLD 4001

Freecall: 1800 080 464

Email: feedback@communities.qld.gov.au

If Community Care Consumers are dissatisfied with the process in which the Department handled your complaint, a Complaints Officer can refer you to the appropriate agencies such as Queensland Ombudsman or the Adult Guardian.

For CHSP and HCP Consumers:

You can telephone the Aged Care Complaints Scheme about your concerns on 1800 550 552. Complaints can also be made in writing to:

Aged Care Complaints Commissioner

GPO Box 9848

Brisbane QLD 4000

If you are dissatisfied with this process you can contact the Aged Care Commissioner.

Aged Care Complaints Commissioner

The Aged Care Complaints Commissioner provides a free service for anyone to raise their concerns about the quality of care or services being delivered to people receiving aged care services funded by the Australian Government.

HOW CAN I CONTACT THE AGED CARE COMMISSIONER?

By phone: 1800 500 294

Or write to: Aged Care Commissioner

Locked Bag 3

Collins Street East

Victoria 8003

5. Inform Consumer About Decision:

The Regional Coordinator of BRC Community Care Services will inform the Client about the outcome of their complaint.

6. Recording of Complaints – 6 step Coordinator:

It is in the interests of best practice that BRC Community Care Services records all complaints on a Complaints Record Form.

This is so that:

- Complaints are not overlooked
- Complaints and follow up action can be referred to at a later stage, if necessary
- Staff are protected from accusations that they did not listen to a complaint or take any action about it.

Can someone else speak on my behalf?

Yes!

You can ask a family member or friend to advocate on your behalf.

ADVOCACY

What is Advocacy?

Advocacy is “...the process of standing alongside an individual who is disadvantaged and speaking out on their behalf in a way that represents the best interests of that person”.

Advocacy is a mechanism to ensure consumer rights, i.e. Rights to privacy and confidentiality, to respect and dignity, to quality services, to information, to choose and control, to complaints and redress. Advocacy may involve speaking, acting or writing on behalf on an individual (or group) who has limited ability to exercise choice or their rights.

Formal advocates are appointed with respect to legislation and therefore have legal power to act on the consumer’s behalf.

Formal advocates: may be appointed in the case of persons considered to be incapable of giving consent or of making decisions.

Informal advocates: act on behalf of the consumer and provide information, advice and support but the decisions are made by the consumer.

Why is Advocacy Important?

Consumers may use an advocate of their choice to negotiate on their behalf with the BRC Community Care Services. This person may be a family member, friend or a member of an advocacy service.

Consumer advocates will be accepted by BRC Community Care Services as representing the interests of the consumer, once the Authority to Act as Advocate has been signed. BRC Community Care Services accepts the involvement of an advocate of the consumers’ choice whenever this is the wish of the consumer.

Contact Numbers for Advocacy

Aged and Disability Advocacy Inc. (ADA)	1800 818 338
National Aged Care Advocacy Line	1800 700 600
Aged Care Complaints Scheme	1800 550 552

ADDITIONAL INFORMATION

1. It is the policy of BRC Community Care Services that care workers do not enter the home or carry out duties unless the consumer is in the home.
2. Consumers must have their in home folders accessible to workers at all times and not expect 'extra' duties to be carried out that are not included in the Care Plan.
3. BRC Community Care Services are committed to ensuring a safe working environment for the health and safety of all employees.
4. Home Care Workers may refuse to enter a home if they feel unsafe or threatened in any way.

Services can be terminated or withdrawn if there is any Work, Health and Safety risk, i.e.: working in extreme heat, inappropriate client behaviour and/or clients' circumstances change that influence eligibility.

WHO CLIENTS CAN CONTACT IF THE NEED ARISES?

For all service, related issues, contact the Local Coordinator and leave a message if the office is unattended (details on front cover).

Contact the Local Coordinator if any of the following occur:

- you believe your circumstances or health have changed and the services you are receiving no longer meet your needs
- you no longer require the services
- you change your address
- you change your phone number
- there are changes to your Medicare and Concession Cards details
- you have any concerns about your service provider or the services you are receiving, but only after you have discussed this with your Local Coordinator/Nurse.
- you would like to let the Local Coordinator/Nurse know that you are happy with the services being provided.

FUTURE PLANNING

Wills

Public Trustee offers a professional, free, Will making service to all Queenslanders. Generally one visit is all that is necessary to make your Will.

Enduring Power of Attorney (EPOA)

An Enduring Power of Attorney (EPOA) is an important legal document you prepare to give someone else the power to make personal and/or financial decisions on your behalf, when you are unable to.

Advance Health Directives

An Advance Health Directive is a formal way of giving instructions for your future health care. It comes into effect only if you are unable to make your own decisions. These documents should also be reviewed every two years or sooner if required.

Adult Guardian

A adult guardian is someone appointed by the Guardianship and Administration Tribunal (GAAT) to make personal and/or health decisions on behalf of an adult with impaired decision-making capacity.

Contact Details: **Office of the Adult Guardian**
PO Box 13554
George Street
Brisbane QLD 4003
Phone Number: 1300 653 187

NATURAL DISASTER

Disaster Management Plan

All disasters are managed at a local level by the Local Disaster Management Group, of which Barcaldine Regional Council is a member.

BRC Community Care Services receives direction and guidance from the Local Disaster Management Group in relation to all natural disasters.

Upon becoming a BRC Community Care Services consumer and with your consent, you will be added to the local service Disaster Management Action Plan. This plan covers flood, fire and power outage and other specific emergencies, dependant on your needs.

This plan involves the following as an example.

In the week leading up to the water coming down the creek and it is still raining, roads are starting to be closed into town.

Local Coordinator will visit or ring all clients to check they have enough medications.

Local Coordinator will visit each client – tell them to start packing up light things.

Local Coordinator will ring clients with a time and day that SES will come to lift heavy items.

Local Coordinator will contact Council who will contact SES for when help can be arranged with lifting of heavy items, etc.

Depending on the circumstance, the Disaster Management Action Plan will be activated with assistance and guidance from SES.

Disaster Management Action Plan

Alpha-Jericho and Aramac have a Disaster Management Action Plan for all clients in these towns. Upon becoming a BRC Community Care Services consumer, permission is sought to be added to our Disaster Management list.

List covers: consumer name, address, phone number, type of disaster

- Evacuation priority – **1** being **high**, **2** being **medium**, **3** being **low**

- Medical condition and medical requirement
- Transport – required or own transport
- High set or low set house
- Pets
- Supports and contacts, Key safe, MOW's, Comments
- **High priority 1 evacuation** will be attended by Emergency Services
- **Medium priority 2 evacuation** will be attended by CHSP staff
- **Low priority 3 evacuation** will be attended by family, friends and supported by CHSP staff.

This plan is revised 6 monthly unless there are changes to the consumer list.

Emergency Situations – not responding to a scheduled visit by staff.

BRC Community Care Services staff have procedures to follow if there is an emergency situation in your home **OR** you don't respond to a scheduled visit. All staff have a duty of care to help you.

An individual action plan is developed with the Nurse/Local Coordinator to take into account your preferences in situations where you do not respond to a scheduled visit. The nurse/local coordinator will ensure that your individualised response plan is recorded on your care plan and a copy made available to you on request. This plan is developed at review.

All staff are trained to make you comfortable in the event of an emergency and seek immediate assistance by dialling 000.

BRC Community Care Services staff have received training regarding clients not responding to a scheduled visit. This first response may be to:

- call out
- walk around your premises
- ringing you on the phone.

If unsuccessful, staff will follow your individual documented consumer care plan.

Next of Kin, documented on the Client Consent Form, will be the only contact that we can discuss consumer information with. If you have a family of six and only give permission for 2 on your consent – you will have to make arrangements for one of these contacts to relay information to the rest of the family.

KEY SAFE

The use of the 'key safe' is in an emergency situation only.

Key Safe Client Information Sheet

This information sheet outlines the installation of the Key Safe in your home.

- This Key Safe is being installed for **your safety and assistance**.

- It will be placed at your home, in a predominate position to allow ease of access by **Emergency Services and essential staff**.
- The code for this key safe **will not** be given to you.
- The code will be given to **local Police, Fire Services, QAS and the Hospital for Ambulance Services**.
- The key safe will only be used to access your home in an **Emergency**.
- This key safe is **free of charge**, if used and fitted according to these guidelines.
- You can purchase a key safe personally and enter your own code, should the need arise.
- We don't give you access to the code, so we can ensure that the key is always in the safe and is always there in an emergency. If you use the key and forget to replace it in the safe, it defeats the purpose of the emergency access code.