

Community Care Services Consumer Handbook



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Welcome to Barcaldine Regional Council Community Care Services

We offer a wide variety of services with local, qualified, and caring staff, here to assist you in staying at home independent and safe.

This Handbook is a general guide to our services. Individual services are personalised according to your goals, needs, Care Plan and preferences.

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

CHSP – Commonwealth Home Support Programme

HCP – Home Care Package

MOW – Meals on Wheels

QCSS – Queensland Community Service Scheme (State funding)

HAS – Home Assist Secure (State funding)

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.

Our Values



Integrity

being honest, consistent and transparent in our delivery of service.

Leadership

using a collaborative approach to making decisions with you.

Fairness

ensuring an equitable approach across all areas of service.

Commitment

dedicated, caring, professional staff, who continually strive to improve.

Respect

for you as the seniors and elders of our communities.

Responsiveness

providing the best possible outcomes in a timely manner.

Everything we do, every decision we make.

Communication

We will communicate with you in many ways such as face to face, in writing (email, post, newsletters) and on the phone. Let us know what suits you the best so we can keep you informed and updated about your services and us, and address any issues you may have.

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, independence and re-ablement.

The programme will help consumers 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 consumers 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 consumer base.

Home Assist Secure Programme (HAS)

The Home Assist Secure Program aims to provide consumers 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 by the Queensland Government and operates differently for referrals for service than Commonwealth services.

Queensland Community Support Scheme

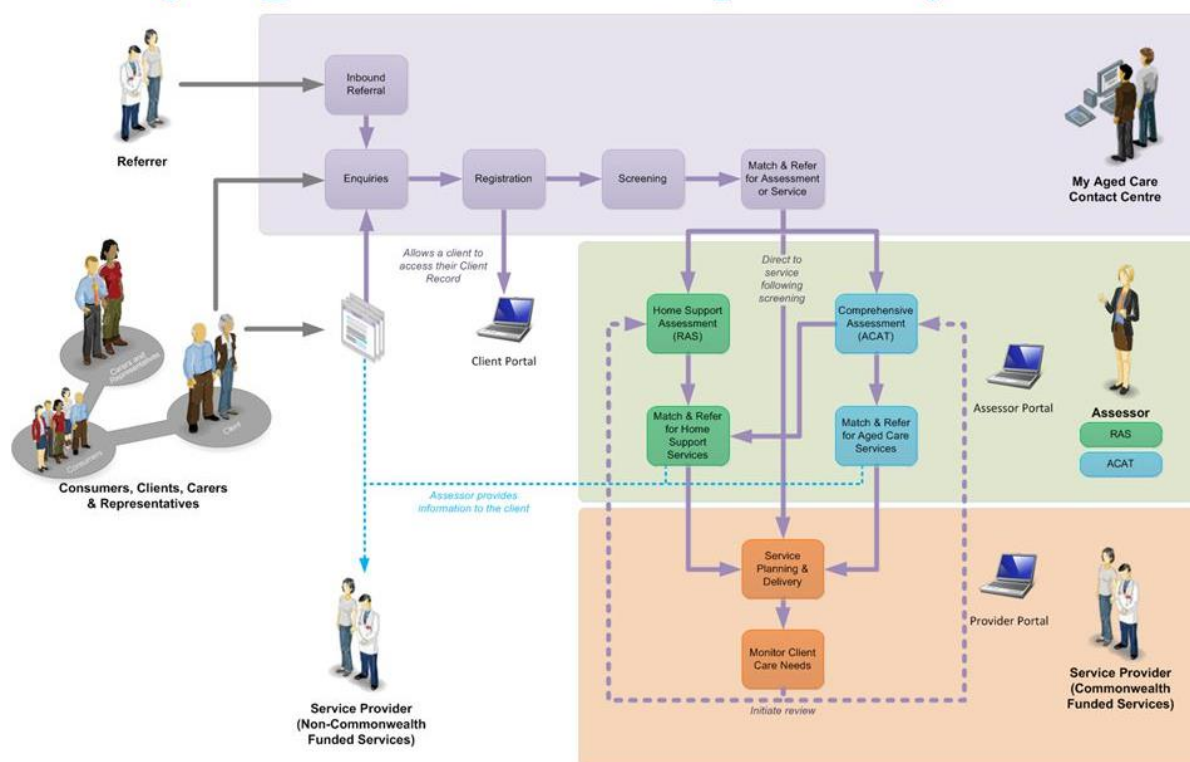
This program is funded by the Queensland Government and operates for those people who are not eligible for NDIS services, but do require short term care, to assist them over short periods of time.

National Disability Insurance Scheme (NDIS)

The NDIS is a Commonwealth Funded Program designed to cater for under 65's who have a disability. Participants are assessed and receive an individual plan to assist them to live within their existing home and community.

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 an understanding of your needs and care arrangements.

2. 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 be more appropriate depending on your location, 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 District Coordinator/Team Leader and you / a family representative / or an advocate, to discuss with you, your goals and how services can assist you to achieve these goals.***

4. While the Commonwealth Government subsidises a range of aged care services in Australia, you will be required to contribute to the costs of your care.

What is a Home Care Package (HCP)?

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 an 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 that has been set by the Commonwealth 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.

There is also a one-off exit fee each time you decide to move to another service.

QLD Community Support Scheme (QCSS)

Eligibility

In order to access the Community Care Support Scheme, you must be referred through the AccessPoint portal. You must be:

- under 65, or under 50 for Aboriginal and Torres Strait Islander people, **and**
- have a moderate, severe, or profound disability, or a condition which restricts the ability to carry out activities of daily living, **and**
- living in the community, **and**
- having difficulty performing the core activities of daily living* due to functional limitations, **and**
- not eligible for the National Disability Insurance Scheme (NDIS), **and**
- in need of short-term care, **and**
- be at risk of losing independence without assistance from the Support Scheme.

** 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.*

How to access Queensland Community Support Scheme

The Access Point Portal 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, 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 Commonwealth and State Services provided

*(*Denotes Commonwealth & State Funding)*

***Social Support Group – fees apply**

Social Support group is held at the local centre for group activities. It includes a range of activities such as: movies, games, crafts, activities, trips, and picnics to out of town destinations and provides support to participate in these activities. Transport may 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, linen services, and unaccompanied shopping.

We **assist** with basic household tasks that you need assistance with.

***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 – fees apply**

Social support includes assistance to keep you connected with your community. This could include accompanied activities, telephone, web contact services and visiting you in your home.

***Meals – fees apply**

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

***Nursing – fees apply**

Nursing can be provided by the local primary health care clinic or hospital. We can assist you with transport to nursing appointments.

***Home Maintenance – fees apply**

Home maintenance services can be provided by a BRC Community Care Services Field Officer or Care Staff. These services may include basic 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– fees apply**

We acknowledge the importance of social connections; hence we may provide transport for medical 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 services).

48 hours' notice prior to the required service is needed, to allow an allocation of staff and vehicles, excluding emergencies.

***Home Modifications Services – fees apply**

Home modifications include small low cost (up to \$1000) interventions to homes and access points for eligible consumers 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 consumers' needs.

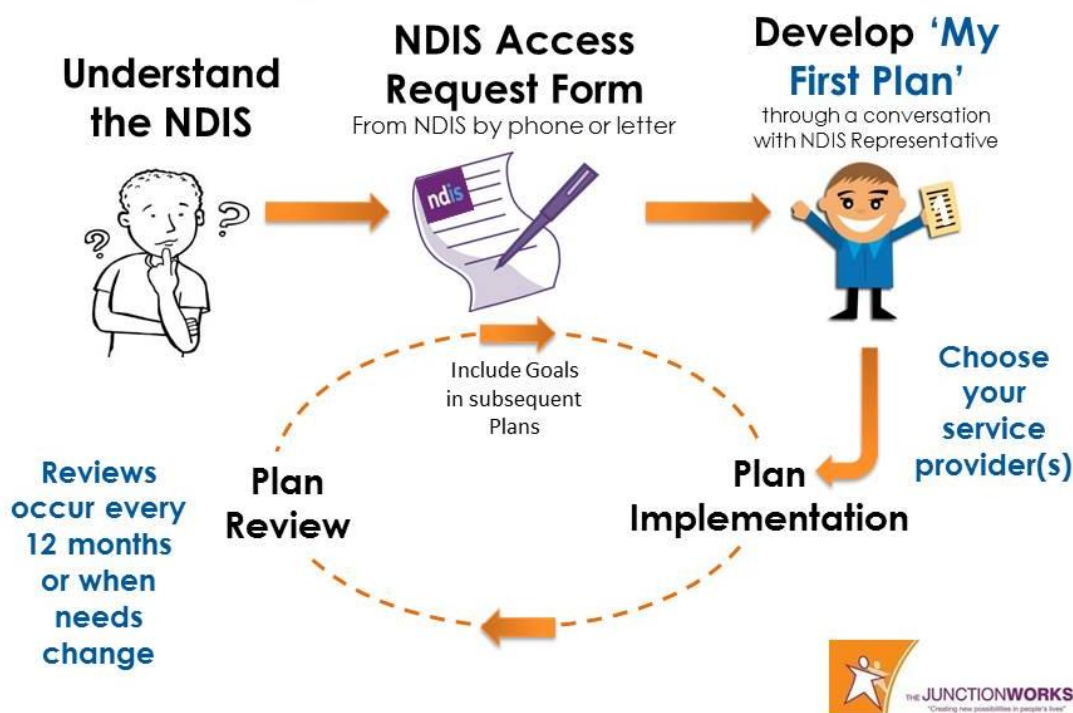
Information and Referral Services

We have free pamphlets and resource material also.

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.

National Disability Insurance Scheme (NDIS)

Participant's NDIS Pathway



All consumers receiving services 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, and this is our focus when working with you

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.

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 consumers 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). Care/Support Plans are developed with you to help put in place the right solutions for you and to promote and foster individual independence.

What is a Goal Directed Care/Support Plan?

Care/Support Plans are developed with you (and your carer/family/advocate) following your initial 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/Support Plans focus on appropriate support to sustain or improve your ability to live independently. We encourage you to be actively involved in setting your individual goals and making decisions about your level of care.

Goal Directed Care and Care/Support 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/Support 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 you in your home to ensure:

1. You understand the level of support being provided
2. You understand that we promote a wellness and active ageing approach – hence your role and 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 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 an Agreement?

We will explain, and provide you with an opportunity to sign an Agreement. This is the legally binding document that will outline the costs involved in the delivery of services to you.

Signing and having a copy of the Agreement enables:

1. You to understand the amount you will be charged for the services you receive
2. You to have specific statements to individualise the services we provide to you.

Aged Care

Charter of Aged Care Rights

Before you commence services, we will explain and provide you with an opportunity to sign of the Charter of Aged Care Rights. These rights enable you to make informed choices about the care and services you receive.

Care/Support Plan Reviews

BRC Community Care Services District Coordinators and Team Leaders will oversee yearly reviews to your Care Plan, to identify if changes to your current supports are required to best meet your goals and 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 the Regional Assessment Service.

If you feel your needs have changed, please contact the District Coordinator or Team Leader 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

Consumers are required to pay a fee for 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 are part of the budget process for Council. If there is an increase in fees, you will be notified in writing, including when those new fees will commence.

A schedule of the fees will be provided to you, as part of the Agreement.

No consumer will be refused a service, if they are 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 District Coordinator/Team Leader or the Senior Community Care Services Officer for 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 or shopping items.

Delivering Supports to You

Keeping appointments with support staff

If you are unable to keep an appointment, please ring the local 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 District Coordinator/Team Leader to notify staff of changes.

Under the Guidelines of Service and as part of the Agreement, you may be charged for cancelling a scheduled service without 24 hours prior notification.

Do I receive a Service if I'm a smoker?

All 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.

Queensland has **laws** related to smoking and smoking areas.

Do I receive a Service if I have a dog?

As the behaviour of dogs can be unpredictable, we ask you to restrain any dog, other than an assistive dog, whilst our 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, under Workplace Health and Safety Guidelines.

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 may be provided to all BRC Community Care Service consumers and staff to ensure consumer and staff safety whilst performing home assistance service.

Consumers receiving BRC Community Care Services are asked annually to sign that they will only provide non-hazardous products for use by our staff.

New consumers can use existing products, depending on the type of product, until new products can be purchased.

Cancelling Care/Support

Can BRC Community Care Services cancel care/support?

Whilst every effort is made to provide consumers 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 residential aged care home
- Your needs increase and the service is unable to provide the necessary care/support
- Staffing shortages causing us to be unable to provide scheduled services
- You no longer require care/support by written acknowledgement to BRC Community Care Services
- Your behaviour is not appropriate towards staff or other consumers.

We will work with you to obtain other services should we be unable to continue to provide services.

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. If your circumstances change, you may return to services after completing another assessment with My Aged Care. You will have to pay an Exit Fee as specified in your Agreement if you are receiving a Home Care Package.

Hospital stays and holidays

Please arrange for someone to advise us if you must 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.

CONSUMERS ROLES (RIGHTS) AND RESPONSIBILITIES POLICY AND CHARTER OF AGED CARE RIGHTS FOR HOME CARE ARE PROVIDED AND EXPLAINED WITH AN OPPORTUNITY TO SIGN THEM AT THE INITIAL INTERVIEW AND AT REVIEWS.

Consumer Records

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

You or any registered, 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 confidentially

- 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 consumer 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.
- Contact **NDIS** for contact and referral information
1800 800 110.

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 consumers:

1. Talk to the Service Worker:

Consumers are encouraged to raise their complaint with staff member involved.

2. Talk to the Senior Community Care Officer

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 District Coordinator/Team Leader. The consumer 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:

Alpha/Jericho

Senior Community Care Officer

23 Milton Street, ALPHA QLD 4724

Ph: 07 4651 5646

Mob: 0429 051 304

Aramac /Muttaborra

Senior Community Care Officer

5 Porter Street, ARAMAC QLD 4726

Ph: 074651 5648

Ph: 0427 465 134

Talk to the Senior Community Care Services Officer if you need to discuss the issue further then the consumer (and/or advocate) should contact:

Senior Community Care Coordinator,
BRC Community Care Services,
PO Box 191, Barcaldine QLD 4725
Ph: 07 4651 5640.

Should you still not be satisfied, then the consumer (and/or advocate) should contact BRC Chief Executive Officer who would make a decision about the complaint on behalf of Barcaldine Regional Council.

If your complaint is still not resolved to your satisfaction, you can **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 Support Scheme, 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

Free call: 1800 080 464

Email: feedback@communities.qld.gov.au

If Community Care Support Scheme 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 contact the Aged Care Quality and Safety Commission

Aged Care Quality and Safety Commission

GPO Box 9848

Brisbane QLD 4000

T: 1800 951 822

www.agedcarequality.gov.au/making-complaint

The Aged Care Quality and Safety Commission 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.

NDIS Complaints

There is a **complaint process** for NDIS Participants.

By phone: 1800 800 110

Online Complaint Form

Email: feedback@ndis.gov.au

NDIS Ombudsman: 1300 362 072 or **contact**

Our Process for Complaints Management

1. Inform Consumer About Decision:

The Senior Community Care Services Officer of BRC Community Care Services will inform the Consumer about the outcome of their complaint.

2. Recording of Complaints

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?

You can ask a family member, friend or advocate to speak 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.

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

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
Older Persons Advocacy Network	1800 237 981
NDIS	1800 800 110

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 Personal Care Assistants at all times and not expect 'extra' duties to be carried out that are not included in the Care/Support 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.

Who can I contact if the need arises?

For all service, related issues, contact the District Coordinator/Team Leader in the first instance and leave a message if the office is unattended (details on front cover).

Contact the District Coordinator/Team Leader 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 have an enquiry about your current services
- 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 District Coordinator/Team Leader
- You would like to let the District Coordinator/Team leader 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. We will ask you if you have a Will in place, as part of our Intake Process and Care/Support Plan reviews

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

An 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 Disasters

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.

Senior Community Care Officer will visit or ring all consumers to check they have enough medications.

Senior Community Care Officer will visit each consumer – tell them to start packing up light things.

Senior Community Care Officer will ring consumers with a time and day that SES will come to lift heavy items.

Senior Community Care Officer 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, Aramac and Muttaborra have a Disaster Management Action Plan for all consumers 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, MOWs, comments specific to the individual
- **High priority 1 evacuation** will be attended by Emergency Services
- **Medium priority 2 evacuation** will be attended by Community Care Services staff
- **Low priority 3 evacuation** will be attended by family, friends and supported by Community Care Services 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 District Coordinator/Team Leader to take into account your preferences in situations where you do not respond to a scheduled visit. The District Coordinator/Team Leader will ensure that your individualised response plan is recorded on your care/support plan and a copy made available to you. This plan is developed at Intake and review. All staff are trained to make you comfortable in the event of an emergency and all have basic first aid training and may seek immediate assistance by dialling 000.

BRC Community Care Services staff have received training regarding consumers 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/Support Plan.

Next of kin or power of attorney (depending on your circumstances), documented on the Consumer 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, consumer information

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
- You may purchase a key safe for you own personal use.