

# **NPA Community Aged Care and Disability Support Service**

## **Client Handbook Home Care Package**

# Contents

<b>1. WELCOME.....</b>	<b>4</b>
<b>2. NPA COMMUNITY AGED CARE AND DISABILITY SUPPORT SERVICE .....</b>	<b>5</b>
2.1 Introduction .....	5
2.2 Vision .....	5
2.3 Values .....	5
2.4 What We Do.....	5
<b>3. HOME CARE PACKAGES.....</b>	<b>6</b>
3.1 What are Home Care Packages? .....	6
3.2 Eligibility.....	6
3.3 What is Consumer Directed Care (CDC).....	6
<b>4. AGED CARE QUALITY STANDARDS.....</b>	<b>9</b>
<b>5. GETTING STARTED WITH HOME CARE PACKAGE SERVICE DELIVERY .....</b>	<b>10</b>
5.1 Intake meeting to get to know you.....	10
5.2 Charter of Aged Care Rights.....	10
5.3 Care planning with you .....	11
5.4 Home risk assessment .....	11
5.5 Client agreement .....	11
5.6 Explanation of Home Care Package income, fees and charges. ....	12
<b>6. SERVICE DELIVERY .....</b>	<b>15</b>
6.1 Service delivery schedules .....	15
6.2 Signing of Home Care Worker Activity sheets .....	16
6.3 Handling money.....	16
6.4 Non-Response to a scheduled visit.....	16
6.5 Refusal of service .....	17
6.6 Arrangements when care worker is ill or on holidays .....	17
6.7 What to do if you are ill, going on holidays or admitted to hospital .....	17
6.8 Temporary change of service.....	17
6.9 Additional services .....	17
6.10 Emergency After Hours Service .....	18
6.11 Changing service providers .....	18
6.12 Work Health and Safety .....	19
6.13 Conflict of interest .....	19
6.14 Care worker behavior and personal conduct .....	19
6.15 Dress standards .....	19
6.16 Staff training .....	19
6.17 Alcohol and drugs .....	20

6.18	Seat belts .....	20
6.19	Smoking .....	20
6.20	Shopping .....	20
<b>7.</b>	<b>FEEDBACK AND COMPLAINTS .....</b>	<b>20</b>
<b>8.</b>	<b>ADVOCACY / SUPPORT PERSON.....</b>	<b>21</b>

## 1. Welcome

***The Northern Peninsula Area Regional Council acknowledge the traditional owners and pay respects to our elders past and present.***

Welcome to Northern Peninsula Area Community Aged Care and Disability Support Service. We are proud to be able to provide culturally acceptable aged care to elders from our five our language groups namely Anggamuthi, Atambaya, Wuthathi, Yadhaikgana and Gudang as well as families from Old Mapoon and Lockhart on the Cape and the Torres Strait descendants of Saibai, Badu, Erub and Mer. NPA is the home of many other residents who can access this service as well.

This booklet will help you in your journey with us when you have been assessed as eligible for aged care services under the **Home Care Package Program** and allocated a home care package.

We strongly recommend you read the guideline in this booklet to plan your services and understand your rights. This booklet explains the aims of the Home Care Package program and the rules that service providers and aged care clients need to follow when delivering home care package services.

If you are currently receiving aged care services the main change is that you will now be more in control of planning and selecting your services following consumer directed care principles. That means you get to say what services you want, when services will be delivered and who delivers services to you with in the budget that has been allocated for your aged care.

We look forward to working with you to help you stay as independent and healthy as possible. If you have any queries regarding any of our services or the information provided in this booklet, please do not hesitate to contact our office.

Please feel free to talk with **the Aged Care and Disability Manager** who can be contacted on (07) 40486615

Your sincerely

**Patricia Yusia**  
**Mayor**  
**Northern Peninsula Area Regional Council**

## **2. NPA Community Aged Care and Disability Support Service**

### **2.1 Introduction**

NPA Community Aged Care and Disability Support Service (formerly known as the Community Options Program and HACC) has been delivering aged care services under the management of the Northern Peninsula Area Regional Council since 1992.

We look after our elders from Injinoo, Umagico, Bamaga, New Mapoon and Seisia. Our team comprise of Aboriginal and Torres Strait Islander aged care workers who deliver services in the community and from a purpose-built aged care facility in New Mapoon. We deliver both Commonwealth Home Support Program (CHSP) and Home Care Package aged care services. We also work closely with the NPA Family and Community Service and the Torres and Cape Hospital and Health Service to ensure that we are providing coordinated care with your primary health care service provider

### **2.2 Vision**

Our vision is to build on the strong cultural foundation of our elders, consolidate our principles outlined in our acknowledgement and respect for country, and embed this into the value and culture of our organization restoring pride and dignity back to our community.

### **2.3 Values**

The values that underpin our service delivery are:

1. We have a cultural and spiritual obligation to ensure our elderly grow old safely with dignity and pride in NPA.
2. Our life cycle is completed by the longevity and quality of life we afford our elderly enhanced by the consumer directed home care packages.
3. Standards of how we care for our elderly continues in the heritage of our culture, practice and tradition supported by the Aged Care Quality Standards.

### **2.4 What We Do**

We support our frail aged by delivering culturally safe support services that enables our elders to live at home in a safe way and share in family and community life.

We support you to maintain health and age safely by:

1. Upholding your dignity of Rights and Choices in planning, delivery and managing your home care package.
2. Ensuring you access and design your care according to the principle of consumer directed care.
3. Providing culturally appropriate services in line with the Aged Care Quality Standards.

In order to help you we must follow these guiding principles to support your independence (live at home normally), your wellness (stay well and active) and your reablement (have a healthy and safe life).

### 3. Home Care Packages

Home care packages are provided by the Commonwealth Aged Care program to support you to live normally at home in your community at Injinoo, Umagico, Bamaga, New Mapoon or Seisia.

#### 3.1 What are Home Care Packages?

Home Care Packages is an Australian Government initiative that comes with funding assistance and professional support to help elders to live safely in your own home.

Depending on your health and wellbeing there are 4 levels of Home Care Package that may assist you. They are:

Home Care Package Level 1	Supports people with basic care needs
Home Care Package level 2	Supports people with low level care needs
Home Care Package level 3	Supports people with intermediate care needs
Home Care Package level 4	Supports people with high care needs

Home Care packages are allocated to individuals. That means the money allocated to you in your Home Care Package can only be spent by the NPA Community Aged Care and Disability Support Service on your aged care.

We have a fair idea who our elderly are and who need help but the NPA Community Aged Care and Disability Support Service cannot deliver home care package services to an individual who has not been assigned a home care package. You must register on My Aged Care before we can provide aged care services to you.

#### 3.2 Eligibility

We have many of our potential clients in jobs and still actively living at home with family and friend in our community who don't need age care services. For those older people who think they need some help, to get a Home Care Package you must:

- Be Aboriginal and Torres Strait Islander and 50 years of age or over;
- Be registered on My Aged Care
- Assessed by the Aged Care Assessment Team (ACAT); and

Home Care Packages are available under the principles of Consumer Directed Care.

#### 3.3 What is Consumer Directed Care (CDC)

Your home care package is strictly for the purpose of meeting your age care needs and so you can now make the decisions about the services you want and how your budget is spent. This is known as consumer directed care. It means that you:










- have a say in the services you receive;
- can determine which service provider you use;
- are able to negotiate when you receive services;
- receive information to monitor the expenditure of your Home Care Package; and

- you can have a choice of a male or female workers based on cultural protocols to care for you.

### 3.3 What services can provided with Home Care Package funding?

Once you have been approved for a home care package the range of services available to be funded through your package is shown in Table 1.

**Table 1: Services that can be funded through a home care package**

<b>Personal services:</b> Personal care aids with daily self-care tasks in order to help you maintain suitable standards of hygiene and grooming, including showering, toileting, dressing, grooming, and getting in / out of bed.	
<b>Support services</b> This includes providing support with shopping, laundry, transport to complete shopping and attending appointments, lawn mowing, home maintenance and transport to participate in group activities and other social activities.	
<b>Activities of daily living</b> Helping people who have hearing, sight or speech difficulties, assistance with fitting hearing aids and helping with cleaning glasses	
<b>Nutrition and meal preparation</b> Providing help with preparing for a special diet, assistance with eating and providing enteral feeding formula and equipment	
<b>Management of skin integrity</b> Providing disposable pads and equipment to help with toileting and managing continence.	
<b>Mobility and dexterity</b> Sourcing equipment such as crutches, walking frames and bedding to prevent pressure sores.	
<b>Clinical care</b> Arranging health appointments for nursing, allied health and therapy services including continence nurse, physiotherapy, podiatry, exercise physiologist and help to access clinical appointments.	
<b>Access to related services:</b> Assistance is provided to make appointments and access health services identified in the ACAT assessment and care plan	
<b>Social Support:</b> This service helps you to access your local community for appointments, bill paying, banking and social outings.	

Services that **cannot** be funded through the Home Care Package are:

<b>Excluded item (category)</b>	<b>Example of excluded items</b>
Use of the package funds as a source of general income for the care recipient	Household bills, the purchase of a car or petrol, funeral cover, household furniture, solar panels, servicing gas heaters, water tanks, phone and/or internet plans or entertainment activities such as streaming subscriptions
Purchase of food, except as part of enteral feeding requirements	Any food, food supplements, vitamins
Payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent	Rates, home, relocation expenses and contents insurance
Home modifications or capital items that are not related to the care recipient's care needs	House renovations that exceed what is necessary for functional safety, independence, wellness and reablement. Such as household security alarms, replacing gutters.
Payment of home care fees	Basic daily fee, income tested care fees and additional fees
Payment of fees or charges for other types of care funded or jointly funded by the Australian Government	Services that can be covered under the public health system, such as hearing aids and dentures.
Travel and accommodation for holidays	Airline or bus tickets
Cost of entertainment activities	Club membership, tickets to sporting events cash payments or gift cards
Payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme.	Prescription medicine, nonprescription medicine, vitamins, nutrition supplements



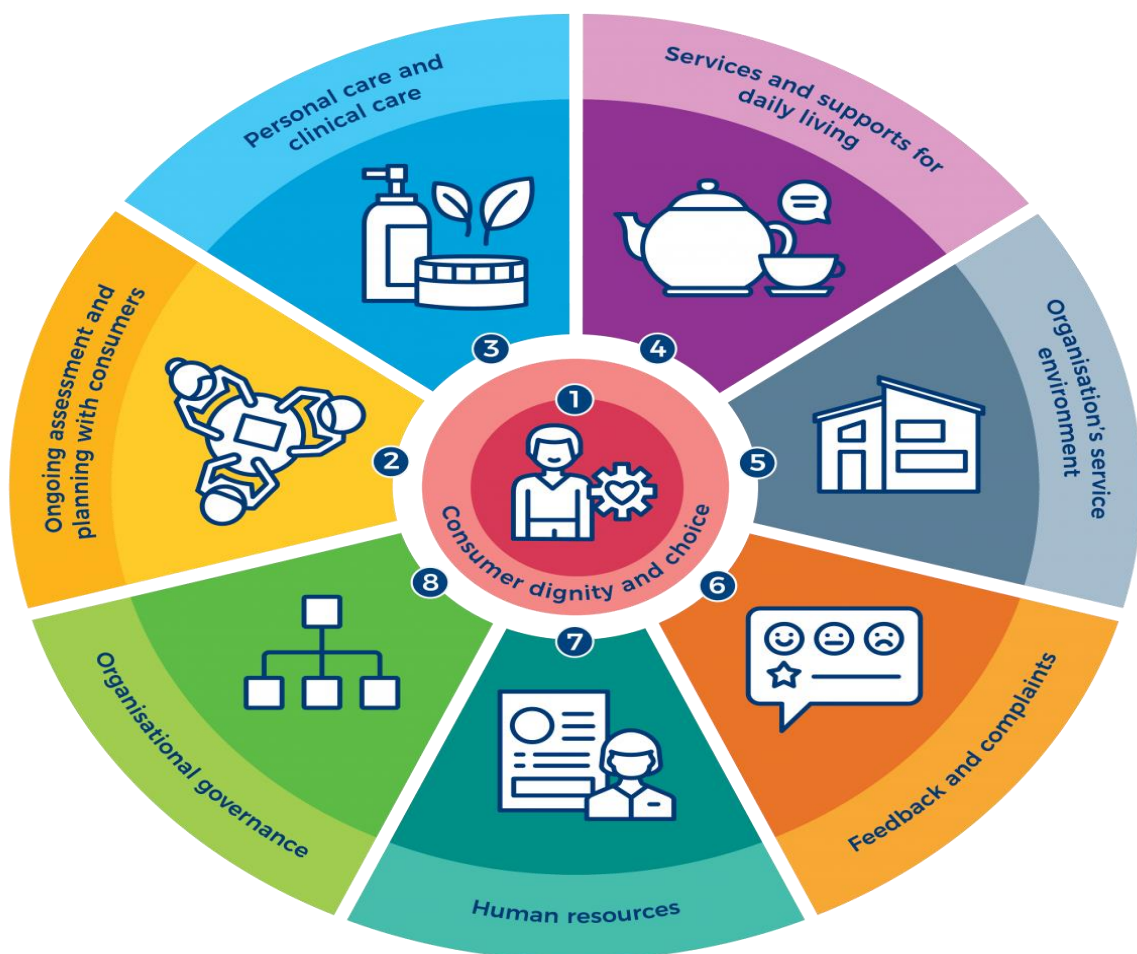
#### 4. Aged Care Quality Standards

NPA Community Aged Care and Disability Support Service deliver aged care services following the Australian Aged Care Quality Standards 2018. There are eight standards with Standard 1 Consumer dignity and choice being at the centre of everything we do. Elders **dignity** and **choice** must be respected and is achieved by you being a partner in designing care and managing your package. The other standards listed below ensure the service provides good quality care:

2. Ongoing assessment and planning with consumer.
3. Personal Care and Clinical Care;
4. Services and support for daily living;
5. Organisation's service environment;
6. Feedback and complaint;
7. Human Resources; and
8. Organisational Governance;

NPA Community Aged Care and Disability Support Service has policies and procedures that guide our staff to ensure we comply with the aged care standards which are summarised in Diagram 1.

**Diagram 1: Aged Care Quality Standards**



## **5. Getting started with Home Care Package service delivery**

The steps the Aged Care Quality Standard say we need to follow to make sure we plan care with you and how long it takes for these steps to be completed is explained to help you understand what we need to do to get started with service delivery.

### **5.1 Intake meeting to get to know you**

The Aged Care and Disability Manager will come and talk with you to complete our intake and assessment form using the ACAT assessment to identify **what** services you have been approved to receive and how you want those service delivered. This meeting will occur within one week once you notify us (NPA Community Aged Care and Disability Support Service) of your approval.

### **5.2 Charter of Aged Care Rights**

During the intake meeting we will provide you with a copy of the Charter of Aged Care Rights that states your rights and we will explain them to you. You have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have your identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way you understand;
6. access all information about yourself, including information about your rights, care and services;
7. have control over and make choices about your care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of your daily life, financial affairs and possessions;
9. your independence;
10. be listened to and understood;
11. have a person of your choice, including an aged care advocate, support you or speak on your behalf;
12. complain free from reprisal, and to have your complaints dealt with fairly and promptly;
13. personal privacy and to have your personal information protected;
14. exercise your rights without it adversely affecting the way you are treated.

Once you agree and sign you accept the NPA Community Aged Care and Disability Support Service has given you:

- information about your rights in relation to the aged care service;
- information about your rights under the Charter; and
- a copy of the Charter signed by the NPA Community Aged Care and Disability Support Service.

You have the right to not sign the Charter and you will still receive care and services.

### **5.3 Care planning with you**

During the intake and assessment meeting we will develop your care plan detailing all your services covered by the budget available within your Home Care Package. Once we agree on a care plan and you have signed it we can start your service delivery.

The care plan will be reviewed every 12 months or sooner if your needs change. Every time we review your care plan, you will be involved in the discussions and development of a new plan and you will be asked to sign the new plan.



**Discussing the client care needs**

### **5.4 Home risk assessment**

The NPA Community Aged Care and Disability Services will undertake a home risk assessment during the intake interview. This is ensure that it is safe for our workers to deliver services in the home and we will ask you to sign an Environmental Agreement.

### **5.5 Client agreement**

The NPA Community Aged Care and Disability Services will prepare a client agreement to deliver the services on your Home Care Packages Care Plan against your funds. Your client agreement will have your care plan and the cost of service and the fees that will be charged. You will be asked to sign the agreement which will be ready within 5 days of your intake interview.



**Discussing the client agreement**

***If your circumstances change***

As we grow older our needs will change and we may need more services or may have to be placed in a home. If your needs change, you will need talk to the Aged Care and Disability Manager who will refer you back through My Aged Care for reassessment.

If you do not understand and need someone to explain it so you are fully informed what you're signing for, you are able to request a family member, an Aboriginal or Torres Strait Islander staff member of staff or an outside person from the Aged Care Advocacy Network.

**5.6 Explanation of Home Care Package income, fees and charges.**

The fees and charges will work out on the services from your care plan covered by your income in your home care package by the NPA Community Aged Care and Disability Services.

Support Service operates under the following fee **principles**:

- Fees charged will not exceed the actual cost of service provision
- Fees will not be charged in respect of services such as information and advocacy
- The fee charged for a service will be all-inclusive and cover all material used in delivery of the service with the exception of dressings.
- The revenue from fees is used to enhance and/or expand your home care package services.

**Fees**

The following fees will be charged to your Home Care Package every month. These fees are used to manage all aspects of your aged care and to meet all the Aged Care Quality Standard and laws for providing aged care.

### ***Care Management***

The Aged Care and Disability Manager will explain what is involved in Care Management. This is an essential component of every home care package. Care management may include:

- Reviewing your Home Care Agreement and Care Plan
- Coordination and scheduling of services
- Ensuring your care is aligned with other supports
- Providing a point-of-contact for you or your support network
- Ensuring the care, you receive is respectful of your culture; &
- Identifying and addressing risks to your safety.

You have the choice of the NPA Community Aged Care and Disability Support Service fully managing your care (see care management fees) or you can self-manage your aged care. Care management will be explained during the intake interview.

#### ***Fully managed care fees***

If the NPA Community Aged Care and Disability Support Service manage all your care you will be charged fully managed care fees monthly.

#### ***Self-managed by you***

You manage your own care for less the cost but more responsibility:

- Mapping out your care and support
- Find out what services are available, contacting and organising your services
- Providing a point-of-contact for you or your support network
- Identifying and addressing risks to your safety.

### ***Package Management Fee***

A package management fee is charged to cover the costs involved with preparing monthly statements; managing your package funds; and compliance and quality assurance activities required for Home Care Packages.

### ***Exit fee***

If you decide to transfer to another service provider an exit fee of up \$500 will be charged that will be covered by your package.

### ***Service charges***

The cost of services will be deducted from your Home Care Package every month. You will not have to pay anything, except if any cost you have agreed to pay for extra services.

### ***NPA Community Aged Care and Disability Support Service fees and charges***

***information sheet*** with your schedule of fees and charges for aged care services will be documented in the client agreement. NPA Community Aged Care and Disability.

## **5.7 Monthly statement of expenditure**

You will receive a monthly statement showing the income received each month, the fee charged and the cost of services delivered. An invoice will be issues for any fees owing.

## 5.8 Privacy and Confidentiality

Your records are kept confidential and private. Before you sign the client agreement the Aged Care and Disability Manager will explain our procedures for keeping your records private.

You have the right to decide who has access to the information you have shared with a health professional. Our Aged Care and Disability Manager will ask your permission before they discuss or give out any information about you. You will be asked to complete a **Consent to Release Information and Care Coordination Form** to give permission to talk to and share information about you with other service providers who are also looking after you.

You have the right to change your mind and withdraw your consent at any time using the same **Consent to Release Information and Care Coordination Form** at any time.



In the event you are unable to sign a release of information form, an authorised delegate (Enduring Power of Attorney) that you must first agree too may sign to release information on your behalf. In an emergency, we may release your information to the person identified by you on the Intake and Assessment form.

If you ask in writing, you, or someone you give permission to, may access information from your client record. Information will be supplied within 3 working days or less if it's vital to your care from your request.

If you wish to complain about breach of the Australian Privacy Principles, the Office of the Australian Information Commissioner is available to investigate privacy complaints. This office can be contacted on **1300 363 992**. More detailed information about the organisations privacy policy can be found on our website at [www.nparc.qld.gov.au](http://www.nparc.qld.gov.au).



## **5.9 Communication with other service providers and professionals**

To provide quality care for you or the person/s you care for, we will discuss and seek advice from a team of skilled people. This can also be put in your care plan for your safety.



To assist the aged care team to improve the quality of their services, your client file may be audited to improve or update your care and with your permission your de-identified data may be collected with ethics approval for planning and research as endorsed by community elders.

If this does happen to your file, all of your confidential information will be highly respected and kept private by all involved.

Should you wish to change any information or discuss any aspects of the client consent process, please do not hesitate to contact the Aged Care and Disability Manager on 07 40486615.

## **6. Service delivery**

This section covers everything you need to know about service delivery

### **6.1 Service delivery schedules**

NPA Community Aged Care and Disability Support Service will agree on set times to deliver your services. Services are available Monday to Friday 8.00am to 5.00pm and weekends and public holiday for people with higher care needs.

You need to be home when services are delivered. This is to ensure you can confirm the service has been delivered by signing for the service. If you are not home and you did not tell the Aged Care and Disability Manager you would not be there, you will be charged for the service.

When you have visitors or relatives staying with you please let NPA Community Aged Care and Disability Support Service know. We may need to adjust your service delivery schedule for the period of time they are staying with you to better suit your needs.

## **6.2 Signing of Home Care Worker Activity sheets**

After services have been delivered you will be required to sign the Home Care Worker Activity sheet. Please check the starting and finishing times before signing. These forms must **not** be signed if:

- a service has not been provided
- in advance of the service being provided
- If the sheet is blank.

We ask you to do this to confirm that the services were delivered at the time indicated and for NPA Community Aged Care and Disability Support Service to keep track of all services delivered and report activity to the funding agency.

The worker will take the last few minutes of the service time to fill out all appropriate paperwork relating to your service.

## **6.3 Handling money**

NPA Community Aged Care and Disability Support Service will minimise the handling of your cash and finances. However, if staff are required to handle your cash, there are processes and conditions that must be followed. These include:

- At no times is a change of money and/or benefits to occur between you and a staff member of NPA Community Aged Care and Disability Support Service
- You must advise your Aged Care and Disability Manager at the start if you will give money to your worker to buy things you need and this can be monitored and recoded.
- If you ask a staff member of NPA Community Aged Care and Disability Support Service to support you in financial matters (e.g. organising wills, banking, shopping, and/or budget), staff must notify the Aged Care and Disability Manager to inform them of the request. It will be written in your client file along with the systems in place to assist with the request.
- Staff cannot sign on your bank account, know your PIN number or use your debit / credit card
- If you give staff money to purchase groceries or other shopping for you, then they will document this in a receipt book showing the denomination of notes and coins given by you to the personal care worker which is signed by yourself and the staff member when you give them the money and when they return from shopping. The personal care worker will take a copy of receipts to record on you client file
- Under no circumstances is a staff member allowed to borrow money or other items from a client
- You must let your Aged Care and Disability Manager know if you are giving money to worker for whatever reasons.

## **6.4 Non-Response to a scheduled visit**

If a care worker visits your home and you do not respond to the worker, the following steps will be taken:

- The worker will call the Aged Care and Disability Manager immediately and tell them that you are not responding to the scheduled visit.
- The worker will then follow your instructions on the “Non-Response Register” which we will fill in as part of your intake form.



If you are not home for a scheduled visit you will still be charged for the visit. If you are admitted to hospital or visit with someone unexpectedly please ensure that someone calls NPA Aged Care and Disability Support Service to cancel the Care Worker so you are not charged for the service.

### **6.5 Refusal of service**

NPA Community Aged Care and Disability Support Service will make sure that clients who refuse or have been refused a service are not disadvantaged from accessing services in the future.

On assessment you will be informed of your rights and options to safely accept or refuse a service offered, and your ability to change service providers, without any discrimination. If the NPA Community Aged Care and Disability Support Service refuses to provide a service to you, they will tell you why. Some of the reasons why you may be refused aged care services include:

- The home risk assessment has identified your home is an unsafe workplace.
- Inappropriate referral, services requested are not provided by the NPA Community Aged Care and Disability Service.
- Service is not provided by NPA Community Aged Care and Disability Support Service.
- The service required by you is out of scope of NPA Community Aged Care and Disability Support Service.

In these situations, NPA Community Aged Care and Disability Support Service will suggest other options to you.

A service may be safely withdrawn temporarily if work health and safety issues arise and there is minimal risk of adverse outcome. This will not hurt your right to have the service again, however NPA Community Aged Care and Disability Support Service reserve the right to refuse service if the worker is at risk of a workplace injury until the risk has been addressed.

### **6.6 Arrangements when care worker is ill or on holidays**

If your carer is sick and unable to deliver a scheduled service or goes on holidays, the aged care and disability manager will contact you to discuss a replacement worker or to reschedule the service.

### **6.7 What to do if you are ill, going on holidays or admitted to hospital**

You will always need to let the Aged Care and Disability Manager know by if you are going on holidays or have been admitted to hospital. They can be contacted by telephone on 07 40486615.

### **6.8 Temporary change of service**

If you want to change your day or time of service, please contact the Aged Care and Disability Manager on 07 40486615 to discuss the matter. If the NPA Community Aged Care and Disability Support Service need to change your day or time of service for whatever reason they will contact you to discuss changes with you.

### **6.9 Additional services**

If you need more services beyond your care plan you will need to be referred for reassessment through My Aged Care. The Aged Care and Disability Manager can help

you with contacting My Aged Care to arrange for the reassessment. NPA Community Aged Care and Disability Support Service can only provide the services approved by My Aged Care and specified on your Care Plan.

#### **6.10 Emergency After Hours Service**

If you are having a medical emergency or have care needs outside normal working hours you should call **000** for an ambulance or your general practitioner. NPA Community Aged Care and Disability Support Service is not a 24-hour service or an emergency service.

If you are admitted to hospital unexpectedly you should let the hospital know you are receiving services from NPA Community Aged Care and Disability Support Service and that they should let us know you are in hospital.

#### **6.11 Changing service providers**

As your aged care needs change, the NPA Community Aged Care and Disability Support Service may no longer be able to meet all your needs or expectations for service delivery. It is your right to change to another provider if you are not happy with our service or if we can no longer meet your service needs.

If you want to transfer to another provider your Home Care Package funds will transfer with you.

If you decide to transfer to another aged care provider, you must give NPA Community Aged Care and Disability Support Service 14 days notice in writing. We need this notice because we have commitments to staff on a roster a fortnight in advance. My Aged Care will be notified of your desire to change and the new provider will need to accept the referral in My Aged Care.

An agreed date start date/cease date must be negotiated with the new service provider to ensure that you do not experience a disruption to service delivery and to calculate the balance of your Home Care Package to be transferred to the new provider. You will need to negotiate a Home Care agreement with your new service provider.

An exit fee up to the amount agreed in your client agreement will be charged to cover the cost of administration associated with transferring your care to another provider. If you do not have enough funds in your package to pay the exit fee you will not incur any debt from the transfer.

NPA Community Aged Care and Disability Support Service will need to wait for all your payments to be made against your package before it is reconciled. A final statement showing unspent home care funds will be provided to you and the new service provider within 56 days of ceasing service provision.

You will be expected to pay any outstanding fees prior to transferring to another provider. Outstanding fees will be deducted from your Home Care Package balance prior to transferring to another service provider.

### **6.12 Work Health and Safety**

To make sure there is a safe working environment for our workers, the Aged Care and Disability Manager will carry out a Home Risk Assessment check before commencing services at home.

To protect the safety of our staff and meet our WH&S obligations, workers are **NOT** permitted to carry out the following:

- Moving furniture
- Clean surfaces that require extended reaching (e.g. windows, high cupboards, etc.)
- Stand on chairs or ladders etc.
- Use chemicals or hazardous substances
- Carry or move heavy loads e.g. including mattresses
- Carry out significant repairs or maintenance duties
- Feed or care for pets
- Perform household/cleaning duties for carers or other members of the family (services are only provided to approved clients).
- Cleaning up pet faeces inside or outside in the yard
- Clearing the yard of metal objects or rubbish prior to lawn mowing

After completing the home visit risk assessment, risks or issues identified that directly affect the personal safety of the worker will be discussed with you or your carer. These hazards will be identified on the WH&S Checklist form. We will discuss with you what action is required to make your home is a safe work place for our home carers.

### **6.13 Conflict of interest**

It is a conflict of interest and forbidden for any staff member to promote or encourage clients to enter into any type of agreement to purchase any goods that a staff person or their family member is promoting. This may include school/religious raffles or fundraising activities, health/dietary foods, Tupperware, Avon, and Amway etc.

### **6.14 Care worker behavior and personal conduct**

Care workers are expected to treat clients and members of the public with dignity and respect. This includes being tolerant of views that may differ from their own, however clients should ensure that they do not make offensive remarks to staff.

Care workers are required to maintain a professional relationship with you and be respectful of your rights, dignity and cultural practices.

### **6.15 Dress standards**

Care workers must dress suitably when at your home or accompanying you on an outing. This is to make sure they look professional and meet work health and safety standards relevant to their job and work environment. All staff must wear covered footwear and lawn mowing crews must wear shirts.

### **6.16 Staff training**

NPA Community Aged Care and Disability Support Service staff are encouraged to undertake aged care training to enable them to better carry out their duties. Some training

is compulsory for staff to undertake to make sure they keep their skills up to date and understand how to maintain a safe workplace.

### **6.17 Alcohol and drugs**

Care workers are not allowed to consume alcohol or be under the influence of alcohol or drugs within the workplace. It is impossible for staff to carry out their duty safely whilst under the influence of alcohol or drugs.

Staff cannot purchase alcohol or drugs on behalf of clients or supply alcohol or drugs to clients. Clients are also not to be under the influence of alcohol or drugs when workers are present.

### **6.18 Seat belts**

When being transported by a Care worker, a seat belt must be worn at all times unless your medical letter suggests otherwise (i.e. If you have a medical certificate stating this, then you must carry the certificate with you at all times while in any vehicle).

### **6.19 Smoking**

Staff are not permitted to smoke in client's homes or yard. We also remind you that our workers are entitled to a smoke free workplace. Please do not smoke indoors when staff are visiting to provide services to you.

### **6.20 Shopping**

Where the services to you involve shopping, we ask that you tell us where your preferred shopping destination is the day before you are booked for transport. If for any reason you require to go to a different shopping location, you will need to contact reception to let them know.

## **7. Feedback and complaints**

NPA Community Aged Care and Disability Support Service encourages you to provide both positive and negative feedback on the services you receive to make sure these are the best they can be.

### ***Client survey***

Every year NPA Community Aged Care and Disability Support Service will send out a client survey to seek feedback about our services. We use this for planning and quality improvement activities.

We also would like for you to tell us when our staff do something that you found good so we can pass your appreciation on to our hard-working staff.

### ***Complaints***

If you have concerns and is unhappy and want to complain we encourage you to tell us straight away.

All complaints / feedback (whether formal or informal) will be:

- Treated fairly and kept private

- For more serious complaints, we will write back to you within 5 working days to acknowledge the complaint, and whenever possible, the matter will be resolved, within 15 working days.
- We will let you know what changes we have made in response to your complaint to make sure the reason for the complaint does not happen again.

If there is a problem between you and your principal carer, NPA Community Aged Care and Disability Support Service asks you to let us know straight away so we can talk about it and we can fix the problem.

NPA Community Aged Care and Disability Support Service recommends the use of an advocate (someone to speak for you). You may choose your own advocate/support person, utilise a qualified staff member or be referred to an appropriate advocacy agency.

## **Complaints Process**

You can make a complaint by:

- Calling the Aged Care and Disability Support Manager on 40486615 between 9.00am and 5.00pm Monday – Friday
- Completing a complaints form in person with the Aged Care and Disability Support Manager.
- Downloading an online feedback form from the NPARC Website at: [www.nparc.qld.gov.au/Aged Care and Disability service/complaints](http://www.nparc.qld.gov.au/Aged_Care_and_Disability_service/complaints) or emailing your complaint to [CEO@nparc.qld.gov.au](mailto:CEO@nparc.qld.gov.au)

We hope you feel comfortable enough to talk to us about your complaint or you can talk to someone close to you who you trust to explain to us. But if not, you can contact the Older Persons Advocacy Network (OPAN) for support. More information about OPAN can be found at their website [www.opan.com.au](http://www.opan.com.au) or they can be contacted on 1800 700 600 (free call). If you are not satisfied with the response you receive from NPA Aged Care And Disability Support Service or do not want to talk with us about your complaint you can contact the Aged Care Quality and Safety Commission to discuss your concerns. They can be contacted online at <https://www.agedcarequality.gov.au> or by telephone on 1800 951822.

## **8. Advocacy / Support Person**

Advocacy is a process of getting a support person (family member, friend or leader) to speak up for you, or stand up for your needs. An advocate will stand by your side and provide you with strategies to exercise your rights. An advocate will listen to your concerns and help you to understand the issues and then speak up for you if you are unable to speak for yourself.

NPA Community Aged Care and Disability Support Service understands your culture and your needs. However you may use an advocate of your choice to speak up for you to make sure you get the best possible service. You may use different advocate (support people) for your different needs.

If you don't have someone to be your advocate you could contact Aged and Disability Advocacy Australia on 1800 818 338 or [www.adaaustralia.com.au](http://www.adaaustralia.com.au) or email on [info@adaaustralia.com.au](mailto:info@adaaustralia.com.au) to ask for assistance.

They will help you to:

- Understand your rights and responsibilities
- Raise and address care concerns
- Communicate your preferences
- Understand your service agreements, fees statements and budgets
- Review and negotiate your plans
- Research care and equipment options
- Make referrals for assessment and additional services

