

BURDEKIN COMMUNITY
ASSOCIATION INC.
HOME CARE SERVICE

CLIENT HANDBOOK

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WELCOME TO BURDEKIN COMMUNITY ASSOCIATION INC.

Burdekin Community Association Inc. (BCA) Home Care Service is funded by the Queensland Government Department of Communities, Housing and Digital Economy and the Australian Government Department of Health to provide the services under the following programs:

- Queensland Community Support Scheme (QCSS) provides supports to people who, with a small amount of assistance, can maintain or regain their independence, continue living safely in their homes, and actively participate in their communities.
- Burdekin Community Transport (BCT) provides transport to people who, with a small amount of assistance, can maintain or regain their independence, continue living safely in their homes, and actively participate in their communities.
- Commonwealth Home Support Program (CHSP) to support frail or aged individuals and young people with disability to remain independent within the community, whilst also providing support to your carers.
- Home Care Packages Program (HCP) that provides a higher level of care in a package to suit individually assessed needs.

Burdekin Community Association Inc.'s Purpose is to assist the aged, families, children and individuals who are suffering hardship and distress and to improve the health and wellbeing of people in the region.

Burdekin Community Association Inc. provides services to people within the Burdekin Shire.

Services are generally provided Monday to Friday from 8.00am to 6.00pm (weekend support is provided for specific clients) and include:

DOMESTIC ASSISTANCE

Domestic assistance provides assistance with everyday household tasks.

PERSONAL CARE

Assistance to support independence in personal care activities such as showering, toileting, dressing and undressing, mobility.

IN-HOME RESPITE CARE

Through providing an in-home Support Worker, carers have an opportunity to pursue other activities or interests.

SOCIAL SUPPORT

Social Support includes social activities and assistance with day to day tasks such as shopping, banking, paying bills and letter writing.

TRANSPORT

Transport enables clients to access medical appointments and community activities to undertake chores. For example, shopping, banking, library, and other community activities.

HOME MAINTENANCE

The primary home maintenance task performed by Home Care Service is lawn mowing and whipper snipping. Additional services are available through HCP depending on individual funding.

MEALS

For people who are funded through a Home Care Package who are unable to cook, meals can be delivered to your home via a brokered service through Meals on Wheels (or a preferred business) from Monday to Friday between 10.30am and 12.00pm and weekend meals are delivered frozen along with Friday's delivery.

SUPPORT AND INFORMATION

We have free pamphlets available, and also books and videos for loan free of charge which provide useful information on many issues which you may be facing including community supports and information.

NURSING, ALLIED HEALTH AND OTHER CLINICAL SERVICES

Nursing and allied health support can be provided if assessed as a need; this can include assessment, wound care, continence management, dietician, podiatry, occupational or physiotherapy services, support to hearing and vision services and health promotion support.

Weekend and public holiday services may be available by prior arrangement for:

- Personal care and
- Nursing.

ACCESSING SERVICES

Am I eligible to receive a QCSS or BCT service?

Burdekin Community Association Inc. services are available to people who, with a small amount of assistance, can maintain or regain their

independence, continue living safely in their homes, and actively participate in their communities.

People may be eligible for the scheme if they are under 65 years old (or under 50 years old for Aboriginal or Torres Strait Islander people) with:

- a disability (and are not eligible for the National Disability Insurance Scheme)
- chronic illness, mental health or other condition, or
- circumstances that impact their ability to live independently in the community.

Am I eligible to receive a CHSP service?

Burdekin Community Association Inc. services are available to frail, older people (aged 65 years and over or 50 years and over for Aboriginal and Torres Strait Islander people) who need assistance with daily living to remain living independently at home and in the community.

A person is eligible to receive our services if they have moderate to severe disabilities or are at risk of premature entry into a residential care facility. Eligibility for services is based on the individual's need for assistance with everyday tasks.

Am I eligible to receive a home care package?

To be eligible to receive a home care package service you need a higher level of support than CHSP to assist you to live independently in your home. This can range from a basic care level through to intermediate and high care needs. There are four levels of care offered through home care packages.

To be eligible for a care package you need to be assessed by an Aged Care Assessment Team (ACAT) and deemed eligible.

How can I receive in-home or community access support (QCSS or BCT)?

Referrals can be made to the QCSS Access Point by yourself, Burdekin Community Association Inc., general practitioners and health professionals, community service workers and the families and friends of potential clients. Self-referrals are also welcome.

Referrals can be made by phoning QCSS Access Point on 1800 600 300 between 8am to 8pm on weekdays and between 10am and 2pm on Saturdays.

How can I receive home support (CHSP)?

Referrals can be made to My Aged Care by yourself, Burdekin Community Association Inc., general practitioners and health professionals, community service workers and the families and friends of potential clients. Self-referrals are also welcome.

Referrals can be made by phoning My Aged Care on 1800 200 422 between 8am to 8pm on weekdays and between 10am and 2pm on Saturdays.

How can I receive a home care package service?

As with home support (CHSP) referrals can be made by phoning My Aged Care on 1800 200 422 between 9am to 5pm on weekdays.

Assessment

To receive QCSS services you will need to be assessed. The QCSS Access Point conduct assessments via telephone.

To receive CHSP or HCP services you will need to be assessed. My Aged Care will arrange an assessment if you are likely to be eligible.

The assessor will usually visit you in your home to determine the appropriate level of support you need to maintain your independence. Support is provided based on your assessed needs.

During assessment, we aim to understand your needs and work with you to identify your goals of care. We treat you as an individual and aim to support any special needs you may have. You can talk to your assessor or any of our staff about your needs; we are here to help.

Maintaining your independence

As part of our approach to the provision of support, we work in partnership with you to meet your changing needs and to maintain your independence. Sometimes this may mean providing more support at times that you need it and at other times reducing support to ensure that you do not lose your independence. Any changes are fully discussed with you before they occur.

Sometimes a person's support needs are greater than we can provide. If this occurs, we will discuss it with you and will arrange a referral to My Aged Care who will organise another service provider who can meet your needs.

The most important thing you can do to work with us in maintaining your independence, is keeping well. This can include:

- Make sure you get adequate fluids
- Eat adequate amounts of healthy and nourishing food
- Take your medications as per your doctor's instructions
- Speaking to your doctor or health professional about continence if needed
- Get your vision, hearing and teeth checked regularly
- Avoid infection with good hand hygiene practices, speaking to your doctor about relevant vaccinations and staying away from others with infections
- Learn fall prevention strategies: adequate lighting and footwear, non-slip flooring, use your walking aid and seek support from others for maintenance tasks
- Consider a personal alarm to notify others if you fall or are concerned
- Protect your skin by washing and drying skin thoroughly, moisturising your skin twice a day and seeking advice when you have a skin tear
- Keep as mobile as you can through regular activity
- Do the things you like to do
- Keep alert through learning and doing new things
- Maintain your social connections and make new ones
- Pamper yourself
- Get good sleep and
- Relax.

We can give you information and ideas on how to do these things and more. Just ask a staff member in the office.

Choice and Risk

Burdekin Community Association Inc will support you to live the life you choose and recognises that an important part of this is for you to 'do the things you want to do'. If you want to make choices that may involve a risk to your health and/or safety we will discuss with you, the risks and potential consequences to yourself and others, and ways in which the risks can be managed to support your choice.

If your choice presents an unacceptable risk to others, including our staff, and you do not want to modify your choice to manage the risk we may modify or decline to provide any related services until the risk is managed.

Where you choose to take the risk, we will ask you to sign a letter acknowledging that we discussed the risk and potential consequences

with you, and that you choose to accept the risk and potential consequences.

Abuse and Neglect

You have a right to feel safe, and to live in an environment where you are protected from abuse or neglect. If you feel that someone related to Burdekin Community Association Inc has or may abuse you in any of the following ways, contact us immediately and ask to speak to a senior staff person.

Abuse can include:

- Unreasonable use of force or rough handling by staff working with you
- Sexual contact or inappropriate sexual suggestions or conduct
- Psychological abuse to make you feel bad
- Stealing or trying to obtain money from you
- Neglecting your needs or wishes when delivering services to you.

People can be at risk of abuse from family, friends, our staff, other consumers, or other people. Whilst we are aware that we cannot control all risks to you, we are committed to making sure you are safe in our service and with our staff. We may also be able to assist if you experience abuse or neglect outside of our service.

If you have any concerns about your safety in Burdekin Community Association Inc or outside, please talk to us as soon as possible. We guarantee your confidentiality as far as possible, and we will only provide assistance or take action that you are happy with.

The national 1800ELDERHelp line (1800 353 374) is available to anyone who wants to talk to someone about potential or actual elder abuse. This service provides information on how to get help, support and referrals.

Advanced Health Directive/Planning

We encourage you to speak with your medical practitioner or health professional to develop an Advance Health Directive/Plan to ensure your wishes regarding health care and treatment are followed. If you require more information or assistance with this, please speak to a staff person.

Consumer Directed Care

Clients who are provided support through a Home Care Package are supported to receive their package on a Consumer Directed Care (CDC) basis.

***"The aim of this approach to planning and managing care and services is to give consumers choice and flexibility in the supports they access, based on need, and how they are delivered."*¹**

With a Consumer Directed Home Care Package you decide the level of involvement you wish to have in managing your package. This can range from coordinating the care and services, to a less active role where you are not involved in management but remain involved in all decision making about the care you receive.

Security of Tenure for Home Care Packages²

We guarantee security of tenure to people receiving Home Care Packages for as long as it is in the best interest of the person. However, for some people at some time in the future, they may not be able to continue a Home Care Package.

The circumstances which may require other care arrangements are detailed in your Home Care Agreement. If you need assistance with understanding these, please talk to a staff member in the office.

We ensure the security of tenure of clients receiving Home Care Packages by advising clients when they commence on a package that, at some time in the future, they may not be able to continue on a home care package.

If other care arrangements are required, the reasons will be explained to you and assistance provided to access other services if appropriate.

If you are changing location, we will if you like, assist you to contact My Aged Care and can provide information on available service providers in the new location. We will also coordinate the transfer with the new service provider.

¹ Australian Government Department of Health [Home Care Packages Program Operational Manual A Guide for Home Care Providers Version 1.2 September 2021](#) (Click on link for latest version)

² Australian Government Department of Health [Home Care Packages Program Operational Manual A Guide for Home Care Providers Version 1.2 September 2021](#) p 19 (Click on link for latest version)

Leave Provisions for Home Care Packages

You can take leave from your Home Care Package for social leave (e.g. a holiday), a hospital stay, transition care or respite care. As long as you advise us in writing, your Package will continue to be available for you.

You must continue to pay the ongoing care contribution whilst on leave from your package except if you are in transition care or residential respite care.

Information on how leave affects your subsidy, supplements and home care fees is included in your Home Care Agreement. If you need help understanding it, please talk to a staff member.

CHANGING YOUR HOME CARE PROVIDER

You can change your Home Care provider to find one more suitable or for any other reason.

If you want to change provider, you need to:

- Notify us that you no longer wish to receive care and services. Alternatively, you may reactivate your referral code in My Aged Care which will trigger a notification to us
- Identify a new provider
- Notify us of your new provider and we will discuss with you the timing of your move to the new provider and agree on a date for moving (the cessation date)
- Contact the new provider to make sure the services they offer will meet your needs and advise them of the date you wish to move. They will agree to a date on which services from them will begin. The start date for the new provider must be on or after the last day with us.
- You must also provide your consent before any of your information can be transferred from us to the new provider.
- We will calculate any unspent home care amount that you have built up during your time with us and subtract any agreed exit fee, if applicable, before returning the balance of funds to you (see below).

CLIENT CONTRIBUTIONS AND CHARGES

Queensland Community Support Scheme (QCSS)

Clients are required to pay a small fee for the support they receive from Burdekin Community Association Inc. for home support services, if they can afford to. A schedule of the fees will be provided to you. You can contact the office for an up to date schedule of fees at any time.

Commonwealth Home Support Program (CHSP)

Clients are required to pay a small fee for the support they receive from Burdekin Community Association Inc. for home support services, if they can afford to. A schedule of the fees will be provided to you. You can at any time contact the office for an up to date schedule of fees.

Home Care Packages Program (HCP)

You will be consulted about the fees which will not exceed those calculated in accordance with the *Aged Care Act 1997* and User Rights Principles 2014 not exceeding 17.5% of your total pension (for single and married clients) if you are in receipt of the basic pension. If your income is more than the basic rate of the single pension, you will be required to pay an income tested fee which is calculated by Centrelink. There are fee caps that limit the amount you can contribute to care annually. The Home Care Service Manager will provide you with information from the Government on these fees.

The fee is revised twice per year with consideration to your ability to pay. Your contribution will be agreed upon prior to commencement of services between yourself and the Assessment Officer once support requirements are assessed. If you are financially disadvantaged, you are still eligible for services and a nominal fee will be agreed upon. No client will be denied a service if they are unable to pay. We revise the fees in line with adjustments made by the Government to the Aged Care Pension in March and September and advise clients of these changes. Fees are described in the [Home Care Agreement](#).

Each Home Care Package client, as part of their Consumer Directed Care receives an individualised budget that details:

- Income and expenditure (administrative, core advisory and case management services, and service and support provision and/or purchasing)
- Contingency monies (for emergencies or unplanned support) of no more than 10% of the total annual budget of the package if requested
- The balance of unspent funds.

Unspent Funds (HCP)

Unspent funds are funds accumulated from Home Care Package contingency payments unspent top-up payments and any other over-payments. If you leave Burdekin Community Association Inc.:

- To move to another home care provider, the unspent home care amount (LESS any exit amount – see below) is transferred to your new provider

- To leave home care altogether (e.g. they longer wish to receive services, they enter residential care or die) the unspent home care amount (LESS any exit amount) is returned to you or your estate
- The unspent home care amount is accumulated from 1 July 2015.

Establishment Fee

You will be charged an establishment fee to cover our administration costs in setting up your service. The maximum amount we will charge any client is \$300.00, which is published in My Aged Care.

Exit Amount (HCP)

You will be charged an exit amount to cover our administration costs in calculating and paying unspent home care amounts if you choose to leave Burdekin Community Association Inc. or move to another provider. The maximum amount we will charge any client is \$300.00, which is published on My Aged Care.

The amount agreed with you is specified in your Home Care Agreement. This amount will be deducted from any unspent home care amount at the date you leave our service. If there is no unspent amount the exit amount is not charged. If the unspent amount is less than the exit amount we will charge no more than the unspent amount.

Income assessment

We ask home support (CHSP) clients to complete an income assessment in order to determine the fees to be paid. Our Home Care Service Manager or Team Member will run through this with you when you commence services or whenever your services are reviewed. You are asked to advise us of any changes in income within 30 days of the change.

Home Care Package clients' fees are determined by Centrelink (as described above).

Fee reduction

We recognise that the circumstances of some people may make it difficult to pay the fees for support. If QCSS or CHSP clients are experiencing difficulties you can request a fee reduction by completing a Fee Reduction Form. In assessing your request, we consider your income, household circumstances and any other special circumstances or hardships that make it difficult to pay. You will be advised of the result of your request within 15 working days.

If Home Care Package clients are experiencing financial hardship we can assist you to negotiate the package fees.

Appeal

If you are unhappy about the result of your fee assessment or application for a fee reduction you can appeal. Advise the Home Care Service Manager directly and they will provide you with information on the appeals process. The Chief Executive Officer of Burdekin Community Association Inc. will make the final decision. You will be advised in writing within 30 days of the date of appeal.

Paying your fees

People receiving support under QCSS or CHSP are able to pay fees directly to Support Workers at time of service or receive a monthly invoice. For people receiving HCP, Burdekin Community Association Inc. will provide you with an invoice at the end of each month. You can make an invoice payment via direct debit (preferred), pay at the Burdekin Community Association Inc. office, by post or electronic funds transfer. Our staff do not collect money to pay Home Care Package Program fees.

SUPPORT PLANNING

A support plan is developed with you to meet your needs and goals

A support plan specifies the support you will receive, your participation, any special requirements, the days, the times and the fees. The plan will be explained to you and you will be asked to sign it to confirm your agreement.

Support reviews

The Home Care Service Manager or their delegate will visit you at least every 12 months, and more often if necessary, to identify if changes to your support are required to best meet your needs and to maintain your independence. Any changes will be fully discussed with you and will be documented on your support plan.

If you feel your needs have changed please contact the Home Care Service Manager.

Home care agreements

Home Care Package clients have a Home Care Agreement that outlines the conditions of the package of care that is being provided. You are encouraged to sign it; however, if you choose not to, Burdekin Community Association Inc. will negotiate the type and frequency of support with you and document in your Agreement and in your record that you have not signed the agreement.

After your commencement meeting with Burdekin Community Association Inc you will receive a copy of your Home Care Agreement along with a copy of your support plan and individualised budget (with monthly statements).

You will receive a copy of your Home Care Agreement along with a copy of your support plan and an individualised budget.

We provide a Detailed Pricing Schedule in your Home Care Agreement showing the all-inclusive cost for each service. The prices in your Home Care Agreement must be the same as those in the pricing schedule unless we discussed and agreed to a variation in pricing. The pricing schedule can also be downloaded from our website at www.burdekincommunityassociation.org.au

DELIVERING SUPPORT

Keeping appointments

Our Support Workers work to a very tight schedule which makes it difficult to accommodate short notice changes to appointments. Except in the case of emergencies, a week's notice is required of a change. If we are unable to schedule a new appointment you may have to wait for your next scheduled visit (except where lack of support may impact directly on your wellbeing, such as nursing interventions).

If you are not home when the Support Worker arrives we may require payment for that visit as we still need to pay the Support Worker for the time. We will talk with you about what you want us to do if you do not respond to a scheduled visit e.g. contact your next of kin and document this in your support plan.

If you are unable to keep an appointment, please ring the office. The more notice you give us, the better the chance of re-scheduling your appointment.

Rescheduling of support visits

On rare occasions Burdekin Community Association Inc. may need to reschedule or cancel a support visit due to unforeseen staff shortages. If this happens we will telephone you as soon as possible to let you know and will endeavour to arrange a new time for the visit.

What about smoking?

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

We also request that you do not smoke when a staff member or volunteer is in your home and that you do not smoke in the day centre or in staff and volunteer's vehicles.

What about dogs?

As the behaviour of dogs can be unpredictable we ask you to make sure that any dog other than an assistive dog is restrained whilst the Support Worker is in your home. Our staff are instructed to leave a 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. Support Workers are not permitted to use bleach-containing products or any corrosive chemicals such as oven cleaners. Simple detergents and non-hazardous chemicals can be used by Support Workers.

All cleaning products have instructions for use on them and advise if the product is hazardous and what protective equipment should be used. Purchase non-hazardous chemicals for the Support Workers to use. Support Workers will use the appropriate personal protective equipment, such as gloves when using chemicals.

The Service Manager will provide you with a list of approved cleaning products and cleaning equipment.

Services over holiday periods (Christmas, Easter and Public Holidays)

Burdekin Community Association Inc. office closes over the Christmas – New Year period for approximately two weeks.

During this time and other public holidays throughout the year, clients receiving services through a Home Care Package are able to access supports as required. Clients receiving services through CHSP can only access supports such as Personal Care where no alternate supports are available.

QCSS AND BCT RIGHTS AND RESPONSIBILITIES

QCSS – Your Rights

As a client you have both rights and responsibilities. As a Queensland Community Support Scheme service user, you have a number of rights. Your provider should recognise your right to:

- be treated with respect and courtesy
- stay informed and be consulted
- be part of decisions made about your supports
- receive quality supports

- expect privacy and confidentiality
- have access to all personal information held about you by the provider
- have another person of your choice support you and advocate (speak for you) on your behalf
- have your comments and feedback valued
- make a confidential complaint if you are not happy with the supports you receive.

QCSS – Your Responsibilities

As a Queensland Community Support Scheme service user, you have a number of responsibilities to the people providing supports to you. You are asked to:

- notify your service provider about any changes to your circumstances that will affect the supports you need
- treat staff and volunteers with respect and courtesy. For example - let staff know as soon as you can if you are unable to keep an appointment
- provide a safe work environment for staff and volunteers. You can do this by helping staff provide you with your supports safely. For example – by making sure your dog is restrained; telling staff if there are any potential hazards like spills on the floor
- take responsibility for the results of any decisions that you make with staff and volunteers about your supports.

AGED CARE RIGHTS AND RESPONSIBILITIES

Charter of Aged Care Rights

You have the following rights:

1. General

1. Safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my 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 my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;

11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

2. Consumer Directed Care—Choice and Flexibility

- to be supported by the approved provider:
 - to set goals in relation to the outcomes I seek from home care
 - to determine the level of ongoing involvement and control that I wish to have in the provision of the home care
 - to make decisions relating to my own care
 - to maintain my independence as far as possible
- to choose the care and services that best meet my goals and assessed needs and preferences, within the limits of the resources available
- to have choice and flexibility in the way the care and services are provided at home
- to participate in making decisions that affect me
- to have my representative participate in decisions relating to my care if I request it or if I do not have capacity
- to choose the approved provider that is to provide home care to me, and to have flexibility to change that approved provider if I wish.

3. Consumer Directed Care—Care and Services

- to receive reliable, coordinated, safe, quality care and services which are appropriate to meeting my goals and assessed needs
- to be given before, or within 14 days after I commence receiving home care, a written plan of the care and services that I expect to receive
- to receive care and services that take account of my other care arrangements and preferences
- to ongoing review of the care and services I receive (both periodic and in response to changes in my personal circumstances), and modification of the care and services as required.

4. Consumer Directed Care—Individualised Budget and Monthly Statement of Available Funds and Expenditure

- to receive an individualised budget for the care and services to be provided
- to have my individualised budget reviewed and, if necessary, revised

if:

- the care and services to be provided, or the costs of providing the care and services, change or
- I request the approved provider to review and, if necessary, revise the individualised budget
- to receive a monthly statement of the funds available and the expenditure in respect of the care and services provided during the month.

5. Personal Information

- to privacy and confidentiality of my personal information
- to access my personal information.

6. Communication

- to be helped to understand any information I am given
- to be given a copy of the Charter of Rights and Responsibilities for Home Care
- to be offered a written agreement that includes all agreed matters
- to choose a person to speak on my behalf for any purpose.

7. Comments and Complaints

- to be given information on how to make comments and complaints about the care and services I receive
- to complain about the care and services I receive, without fear of losing the care or being disadvantaged in any other way
- to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern.

8. Fees

- to have my fees determined in a way that is transparent, accessible and fair
- to receive invoices that are clear and in a format that is understandable
- to have my fees reviewed periodically and on request when there are changes to my financial circumstances
- not to be denied care and services because of my inability to pay a fee for reasons beyond my control.

9. Aged Care – Your Responsibilities

We value consumer input and participation in determining the services provided and how they are provided, and we also believe that all people involved in aged care including consumers, their families, carers, visitors and the aged care workforce, must respect and be considerate of each other. To support this principle, consumers are expected to:

1. Provide us with the information we need to properly deliver care and services
2. Comply with the conditions of your Agreement and pay the fees outlined in the agreement on time and
3. Respect the rights of our workers to work in a safe environment. Any kind of violence, harassment or abuse towards staff or others is not acceptable.

PRIVACY AND CONFIDENTIALITY

Burdekin Community Association Inc. is committed to protecting your privacy and confidentiality. We comply with the *Privacy Act 1988*, *Privacy Amendment (Enhancing Privacy Protection) Act 2012* and the Australian Privacy Principles.

To ensure your privacy:

- Client files and other information are securely stored
- We only collect information about clients that is relevant to the provision of support and we explain to clients why we collect the information and what we use it for
- We seek consent from clients to, in an emergency, disclose personal information to other health service providers as appropriate to provide emergency care or services
- We seek consent from clients to provide access to client records to government officials (or their delegates) in the conduct of quality reviews or the investigation of complaints. We advise clients that these individuals are required to keep all information accessed through this process confidential
- Information provided to government bodies regarding service provision (such as MDS data) does not identify the client. If any information is provided to outside government agencies for data purposes, we ensure that the information is de-identified and we make a note in the client's record what information was shared and to whom
- Consent to share personal information can be withdrawn at any time by the client
- Clients can ask to see the information that we keep about them and are supported to access this information if requested within 30 days of

the request. Information is provided in a format accessible by the client. The client can nominate a representative to access the client's records held by Burdekin Community Association Inc.

- All information relating to clients is confidential and is not disclosed to any other person or organisation without the client's permission
- We only share information when it is necessary to ensure appropriate support is delivered and only with the client's permission/consent beforehand
- The provision of information to people outside the service is authorised by the Service Manager
- We do not discuss clients or their support with people not directly involved in supporting them
- Our organisation takes steps to correct information where appropriate and regularly review client information to ensure it is accurate and up to date
- Reviews are always conducted in private with the client and the Assessment Officer unless the client consents to their carer, advocate or other person being present
- During client reviews the Assessment Officer asks the client about any particular privacy requirements they have such as their preference for a male or female support worker. These are noted on their assessment form and on the support plan
- Any discussions between staff about clients are held in a closed office
- Clients are supported by us should they have a complaint or dispute regarding our privacy policy or the management of their personal information
- Any references to individual clients in meeting minutes refer to the client by initials only or another unique identifier, such as their client number.
- We confidentially destroy any personal information held about our clients when it is no longer necessary to provide support.

COMPLAINTS AND FEEDBACK

The Home Care Service encourages you to provide feedback on the support we provide. This assists us to better meet your needs and to plan for the future.

If you are unhappy with any of the services you receive, please let us know. If you do not feel comfortable with the Support Worker who visits you, please let management know and a change of staff can be arranged

if necessary. We have continuous improvement processes in place that use your feedback to improve our services.

Similarly, we enjoy hearing when we do things well; feel free to provide compliments about our service.

All complaints and feedback are treated in confidence and will not affect the quality of support you receive or any other dealings you have with the Home Care Service.

COMPLAINTS PROCEDURE

- You are encouraged to raise your complaint with the staff member concerned if you feel comfortable to do so.
- If you are not happy to discuss the issue with the staff member or are not satisfied with the outcome you can contact another staff member or the appropriate management representative. For example, if your complaint concerns a Service Manager you can contact the CEO or other management representative. The CEO will liaise with the Service Manager to work to resolve the complaint.
- Key staff phone numbers are listed above in 1.1 Contacting Us.
- Remember that you can use an advocate to assist you. This can be a family member friend or one of the agencies listed in 17.5 Advocacy and External Complaints Contacts.
- If the issue is not satisfactorily resolved you can submit your complaint in writing to the CEO, Burdekin Community Association Inc, PO Box 815 AYR QLD 4807. We are happy to assist you with this if you phone the office.
- If you are unhappy with the CEO's decision you may wish to contact one of the advocacy and external complaints contacts listed below. Again, we can help you with this.
- Once your complaint has been finalised, someone from Home Care Service will be in touch to make sure you still feel comfortable to access support and to ask for your feedback on the complaint process.

Remember that you can use an advocate to assist you with your complaint.

OPEN DISCLOSURE

All complaints are dealt with using an open disclosure approach. It involves open and honest discussion/s and sharing of information between you and relevant staff, including senior management.

We participate in open disclosure to ensure we improve and prevent any recurrence of future incidents.

CONTINUOUS IMPROVEMENT

We pride ourselves on working with consumers to improve our services. We have a range of mechanisms to foster improvement including welcoming feedback from all stakeholders, reviewing our performance through monitoring and measuring outcomes, conduction audits and surveys, participating in external reviews of our performance against the National Service Standards, holding focus groups and fostering input from consumers and staff on our operations and strategic direction and meeting regularly with consumers.

Let us know if you would like to be further involved in our continuous improvement.

ADVOCACY

You have a right to use an advocate of your choice to negotiate on your behalf with Burdekin Community Association Inc. This may be a family member, friend or advocacy service. A list of advocacy services is provided below. We can help you contact a service if you like.

What is an Advocate?

An advocate is a person who, with your authority represents your interests. Advocates may be used during assessments, reviews, and complaints or for any other communication between you and Burdekin Community Association Inc.

Appointing an Advocate

If you wish to appoint an advocate let us know in writing, the name of the person you wish to be your advocate. You can use the form - Authority to Act as an Advocate. You can change your advocate at any time using the Authority to Act as an Advocate form.

Guidelines for Advocates

Guidelines for advocates are included with the Authority to Act as an Advocate form for you to pass on to your advocate.

Advocacy and External Complaints Contacts

Advocacy and external complaints contacts available to clients include:

Agency	Contact details
Aged Care Quality and Safety Commission 9.00 am-5.00 pm weekdays.	Ph: 1800 951 822 Email: info@agedcarequality.gov.au Postal: GPO Box 9819 In your Capital City Online complaint form: www.agedcarequality.gov.au

Agency	Contact details
National Aged Care Advocacy Line Older Persons Advocacy Network (OPAN)	Ph: 1800 700 600 Website: https://opan.com.au/about/
Carers Queensland	Ph: 1800 242 636 Website: carersqld.asn.au
Department of Communities, Housing & Digital Economy	Ph: 13 74 68 Postal: GPO Box 806, Brisbane QLD 4001 Website: www.complaints.services.qld.gov.au

YOUR VALUABLES

To ensure the security of and access to your money and property we adopt the following rules:

- Whilst we understand that you may want to show your appreciation to Burdekin Community Association Inc, staff are not permitted to accept any gifts or loans. Please do not offer any.
- Staff are not permitted to undertake any tasks that involve money unless they are part of your support plan
- Unless related to service delivery (e.g. shopping for you), we ask you to store your money and other valuables securely
- Do not provide your bank PIN to staff
- Please advise the office immediately if a staff member requests or takes any money or items of value not covered in your support plan, or requests your bank PIN
- Staff are aware that any misuse of consumer funds or valuables will result in instant dismissal and prosecution if appropriate under law.

Donations to Burdekin Community Association Inc. are most welcome and are used in the provision of services. Donations can be made at the office at 130 Queen St, AYR 4807 or via EFT into BCA's bank account (BSB 633000, Account 126387638).