



Burdekin Community Association Inc.

Burdekin Community Association Inc.

Home Care Service Consumer Handbook

Address: 130 Queen Street Ayr QLD 4807

Phone: 0747833744

ABN: 97257970913

Version: 1.0

Approval date: 28 July 2023

Review date: 28 July 2024

Table of Contents

1. WELCOME TO BURDEKIN COMMUNITY ASSOCIATION INC.....	1
1.1 About Us.....	1
1.2 CONTACTING US.....	1
1.3 Our Vision.....	1
1.4 Our Purpose.....	1
1.5 Our Values.....	1
1.6 Organisation Structure.....	2
2. OUR SERVICES.....	2
3. CARE AND SUPPORT WE OFFER.....	2
4. ASSESSMENT AND REVIEWS.....	3
5. MAINTAINING YOUR INDEPENDENCE.....	3
5.1 WE WORK WITH YOU.....	3
5.2 HOW YOU CAN HELP - KEEPING WELL.....	4
5.3 CHOICE AND RISK.....	4
5.4 ABUSE AND NEGLECT.....	4
5.5 ADVANCE HEALTH DIRECTIVE/PLANNING.....	5
6. SUPPORT PLAN.....	5
7. HOME CARE PACKAGES (HCP) PROGRAM.....	5
7.1 CONSUMER DIRECTED CARE.....	5
7.2 MANAGING YOUR CARE.....	6
7.3 SECURITY OF TENURE FOR HOME CARE PACKAGES.....	6
7.4 LEAVE PROVISIONS FOR HOME CARE PACKAGES.....	6
7.5 CHANGING YOUR HOME CARE PACKAGE PROVIDER.....	6
8. COMMONWEALTH HOME SUPPORT PROGRAM (CHSP).....	7
8.1 ABOUT CHSP.....	7
8.2 CHANGING YOUR CHSP PROVIDER.....	8
9. QUEENSLAND COMMUNITY SUPPORT SCHEME (QCSS).....	8
9.1 ABOUT QCSS.....	8
10. BURDEKIN COMMUNITY TRANSPORT PROGRAM (BCT).....	9
10.1 ABOUT BCT.....	9
11. CONSUMER CONTRIBUTIONS AND CHARGES.....	10
11.1 HOME CARE PACKAGES.....	10
Home care agreement.....	10
Pricing schedule.....	11
Changes to fees.....	11

Monthly statement.....	11
Unspent funds	12
12 COMMONWEALTH HOME SUPPORT PROGRAM (CHSP), QLD COMMUNITY SUPPORT SCHEME (QCSS), BURDEKIN COMMUNITY TRANSPORT PROGRAM (BCT).....	12
12.1 Agreement.....	12
12.2 Your contributions	12
12.3 Contribution reduction	12
12.4 Appeal.....	12
13 PAYING YOUR FEES	12
14. EQUIPMENT.....	13
15. DELIVERING SUPPORT	13
15.1 HOME CARE	13
Keeping appointments	13
Rescheduling of support visits.....	13
Smoking	13
Dogs	13
Chemicals in the home	13
16. RIGHTS AND RESPONSIBILITIES	14
16.1 CONSUMER RIGHTS UNDER THE AGED CARE ACT	14
16.2 CONSUMER RESPONSIBILITIES.....	14
16.3 CONSUMER RIGHTS UNDER CONSUMER LAW	15
16.4 ARE YOU CONCERNED ABOUT THE CARE YOU OR SOMEONE ELSE IS RECEIVING?.....	15
17. PRIVACY AND CONFIDENTIALITY	16
18. COMPLAINTS AND FEEDBACK	16
18.1 COMPLAINTS PROCEDURE	17
18.2 OPEN DISCLOSURE.....	17
19. CONTINUOUS IMPROVEMENT	17
20. ADVOCACY	18
20.1 YOUR RIGHT TO AN ADVOCATE	18
20.2 WHAT IS AN ADVOCATE?	18
20.3 APPOINTING AN ADVOCATE	18
20.4 GUIDELINES FOR ADVOCATES.....	18
20.5 ADVOCACY AND EXTERNAL COMPLAINTS CONTACTS.....	18
21. YOUR VALUABLES	19

1. WELCOME TO BURDEKIN COMMUNITY ASSOCIATION INC.

The management and staff of the BCA Home Care Service welcome you as a consumer of our services and look forward to working with and supporting you to continue to live the best life you can.

1.1 ABOUT US

The Burdekin Community Association Inc. (BCA) is a not-for-profit, incorporated association, which strives to fulfil the unmet social, welfare and health needs of the Burdekin community. A diverse range of community services are delivered by the BCA to the Burdekin Shire. Since establishment in 1975, BCA has evolved to become one of the largest community organisations in the region.

The BCA is a registered charity, has an Australian Business Number, Income Tax Exemption and Deductible Gift Recipient status. Many of BCA's initiatives are made possible by the generosity of the Burdekin Shire Council, local service clubs, business houses and individuals.

1.2 CONTACTING US

Contact details	
Contact person	Service Manager, Home Care Service
Address	130 Queen Street Ayr QLD 4807
Phone	07 47833744
Email	bca@bcaburdekin.org.au

If you have concerns about our service please feel free to talk to any of our staff or to ring any of the people listed above. We value your input and encourage your feedback.

1.3 OUR VISION

BCA's Vision is for "Compassionate and connected communities where everyone is supported and free from hardship and distress."

1.4 OUR PURPOSE

BCA's Purpose is "To provide direct relief to the aged, families, children and individuals who are experiencing poverty, sickness, suffering, distress, misfortune, disability or helplessness".

1.5 OUR VALUES

To achieve our Purpose, the Burdekin Community Association Inc. has adopted the following values:

- **Compassion.** We bring holistic care, hope and inspiration through our understanding and empathy for others.
- **Respect.** We treat everyone with care and respect at all times.
- **Integrity.** We maintain the highest degree of ethical standards and put our values into action.

- **Leading through learning.** Our culture encourages innovation and supports learning.

Our Values provide a platform for individual, team and organisation attitudes and behaviours, the way we work and interact with people.

1.6 ORGANISATION STRUCTURE

Position	Name
Chief Executive Officer	Debra Cochran
Service Manager	Diana Churches

2. OUR SERVICES

Burdekin Community Association Inc. (BCA) Home Care Service is funded by the State and Federal government to provide the services under the following programs:

- Home Care Packages Program (HCP) which provides a package of care to support people with higher needs to stay living in their own home in the community.
- Commonwealth Home Support Program (CHSP) which provides entry-level support for older people who need some help to stay at home.
- Queensland Community Support Scheme (QCSS) which provides supports to people who, with a small amount of help, can keep or regain their independence, continue living safely in their home, and actively participate in their community.
- Burdekin Community Transport Program (BCT) which provides transport to people who have trouble accessing transport options to get around their local community because of where they live, their financial situation or disability, mental health or chronic health condition/s.
- National Disability Insurance Scheme (NDIS) which provides supports to eligible people with a disability to gain more time with family and friends, greater independence, access to new skills, jobs, or volunteering in their community, and an improved quality of life. The NDIS also connects anyone with disability to services in their community.

You will have been assessed for one of these services. If you are not sure of your service please ask the Home Care Service team.

Please refer to the BCA NDIS Participant Handbook for information on our NDIS services.

3. CARE AND SUPPORT WE OFFER

The services we offer under these programs can include:

- **Personal services:** assistance with personal activities such as bathing, showering, toileting, dressing and undressing, mobility and communication
- **Social Support:** Assists people to participate in community life and develop social connections through group-based activities
- **Nutrition, hydration, meal preparation and diet:** assistance with preparing meals, including special diets for health, religious, cultural or other reasons; assistance with using eating utensils and assistance with feeding.
- **Continence management:** assistance in using continence aids and appliances such as disposable pads and absorbent aids, commode chairs, bedpans and urinals,

catheter and urinary drainage appliances, and enemas.

- **Mobility and dexterity:** providing crutches, quadruped walkers, walking frames, walking sticks, mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, pressure-relieving mattresses and assistance with the use of these aids.
- **Nursing, allied health and other clinical services:** speech therapy, dietitian, podiatry, occupational or physiotherapy services, support to hearing and vision services and access to other specialist health and well being services as required (fees may apply).
- **Transport and personal assistance:** assistance with shopping, visiting health practitioners and attending social activities.
- **Management of skin integrity:** assistance to source pressure relieving devices, wound care and skin integrity support.

Services are generally provided Monday to Friday from 8.00am to 6.00pm. Weekend support is provided for specific home car clients.

4. ASSESSMENT AND REVIEWS

To receive services from the BCA Home Care Service you will have been assessed by BCA Home Care Service staff for the Burdekin Community Transport Service or someone organised through My Aged Care, NDIS or QCSS Access Point.

Our staff conducted an assessment or reviewed the information from My Aged Care, NDIS or the QCSS Access Point at your Service Commencement Meeting and obtained more information from you in order to develop a support plan for you. We will review or re-assess your support whenever you or our staff feel it is necessary or required, and at least once every 12 months.

Reviews and re-assessments allow us to understand your needs, work with you to identify your goals of care and to make sure you are receiving the support you need and want. In home care, if your needs change significantly, we may refer you back to My Aged Care, NDIS or QCSS Access Point for a new assessment.

We are very aware that every person is different, and we encourage you and/or your representatives to tell us about your particular needs, goals are and preferences for care and services. Our staff will discuss these with you at re-assessments and whenever it appears necessary.

We welcome and encourage you to tell us, at any time, about anything you are not happy with or changes you would like.

5. MAINTAINING YOUR INDEPENDENCE

5.1 WE WORK WITH YOU

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.

5.2 HOW YOU CAN HELP - KEEPING WELL

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 any staff person.

5.3 CHOICE AND RISK

BCA Home Care Service 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.

5.4 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 BCA Home Care Service 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 BCA Home Care Service 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.

5.5 ADVANCE 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.

6. SUPPORT PLAN

When you commence services, we develop a Support Plan with you based on the assessment and support needs identified by My Aged Care and with input from you on your needs and preferences. The support plan clearly shows:

- The services you will receive
- The days and times services will be delivered
- Your preferences for how services will be delivered
- Your goals for each service
- A Home Care Package Budget (for Home Care Package consumers) and
- Any special requirements.

The Support Plan is important for ensuring you know what is going on and for staff to know what support to provide to you. The support plan is updated whenever your needs or preferences change. You will always be provided with a copy/access to your current support plan.

If you feel your needs have changed, please advise a staff member or contact your Care Coordinator.

7. HOME CARE PACKAGES (HCP) PROGRAM

7.1 CONSUMER DIRECTED CARE

Consumers 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

7.2 MANAGING YOUR CARE

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 all decision making about the care you receive.

7.3 SECURITY OF TENURE FOR HOME CARE PACKAGES²

BCA Home Care Service guarantees 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 person.

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.

7.4 LEAVE PROVISIONS FOR HOME CARE PACKAGES³

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 person.

7.5 CHANGING YOUR HOME CARE PACKAGE PROVIDER⁴

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

¹ Australian Government Department of Health and Aged Care [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 and Aged Care [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)

³ Australian Government Department of Health and Aged Care [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)

⁴ Australian Government Department of Health and Aged Care [Home Care Packages Program Operational Manual A Guide for Home Care Providers Version 1.2 September 2021](#) p 94 (Click on link for latest version)

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 before returning the balance of funds to you (see below).

8. COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

8.1 ABOUT CHSP⁵

The CHSP is designed to provide small amounts of support services in a timely manner to older people who have difficulty carrying out activities of daily living due to functional limitations.

In delivering care and services to you we follow the principles identified by the Australian Government. These include:

- Making sure you consent to receive services before we provide them
- Promoting opportunities for you to maximise your independence, autonomy and quality of life through:
 - providing opportunities for you to be actively involved in addressing your goals
 - working with you to retain or regain your functional and psychosocial independence, and
 - working with you to build on your strengths, capacity and goals
- Providing services tailored to your unique circumstances and preferences
- Making sure that you have maximum choice and flexibility through providing and explaining information to you and involving you in any decisions made about your care and services
- Inviting you to identify your preferences in service delivery and where possible meeting your preferences
- Making sure services are delivered in line with your agreed support plan and that the needs identified in your My Aged Care assessment are met
- Delivering responsive services to you for an agreed time period and with agreed review points
- Supporting you to participate in community and social opportunities that provide a sense of purpose and confidence
- Developing and promoting strong partnerships and good working relationships between you, your carers and family, support workers and the My Aged Care

⁵ Australian Government Department of Health and Aged Care [Commonwealth Home Support Programme – CHSP Manual 2020 - 2022](#) p 1

assessment service

- Working with other agencies to make sure you can access needed support services
- Having a clear fees policy and making you aware of any contributions you have to pay before delivering services to you.

If you feel that we are not meeting these principles, please let us know so that we can do better.

8.2 CHANGING YOUR CHSP PROVIDER⁶

To change your CHSP provider you simply need to arrange a new provider and tell us the date you wish to receive your last service with us. We will advise any fees that need to be paid by you or refunded to you.

You are welcome to take a copy of your Support Plan to your new provider and they are welcome to contact us, with your written consent, for any additional information.

9. QUEENSLAND COMMUNITY SUPPORT SCHEME (QCSS)

9.1 ABOUT QCSS

The intent of the Queensland Community Support Scheme (QCSS) is to provide low intensity basic care and supports to assist eligible people to increase their connection to their local community and live independently. The goal of QCSS is to empower service users to engage with their local community, increase their capacity to live independently and, as appropriate, facilitate access to the broader service system to further support vulnerable service users.

There are two service types in QCSS (Direct Care and Support and Community Connection Support).

9.2 Direct Care and Support

Types of supports (either in the community or at-home) include:

- Assisting the person to undertake regular household activities such as to plan and prepare meals, cleaning, laundry and other household chores.
- Assisting with personal care activities, such as bathing, dressing and personal grooming.
- Assistance with managing household correspondence, supporting the person while they make appointments, placing reminder calls, helping to manage paperwork and bills.
- Prompts and reminders without a Support Worker needing to be present in the person's home (e.g. a scheduled phone call or text message to remind them to do a specific task).
- Essential yard maintenance specifically to ensure safety in access and mobility around the home external environment. This includes ensuring safe access to essential external items such as the washing line and outdoor bins.
- Assistance to access essential services in the community such as shopping, banks or post office services.

⁶ Australian Government Department of Health and Aged Care [Commonwealth Home Support Programme – CHSP Manual 2020 - 2022](#) p 7

- Support to get to and participate in appointments with care and support services, including support to make and maintain regular appointments where they are unable to do so without support.
- Attending with the person to support their participation in community and social activities, including attending appointments with the person, and transport as appropriate.

9.3 Community Connection Support

Types of supports include:

- Identifying a person's interests and goals and supporting them to build stronger networks, both formal and informal.
- Connecting people to other supports and services in their community that can assist with meeting the person's holistic needs and achieving the goals and outcomes in their support plan. This support is for the initial engagement process between the service user and the other supports or services. It may include:
 - investigating and identifying other support options (both formal and informal) in their local community
 - providing information about options to the service user
 - referring, or supporting the person to refer to these services and supporting the initial engagement process between the individual and alternative support.

Please note that once an initial connection is established between the service user and the alternative supports or services (provided through the Community Connection service type), any additional supports will be provided through the Direct Care and Support service type.

- Activities that develop independence and self-reliance in the person where suitable and in line with the goals and aspirations of their support plan.
- Assisting people to identify goals to increase independence and ensuring these are included in their support plan.
- Combining understanding of the person's identified needs with the organisations expertise and knowledge of the broader services sector to link a person to supports and services which help achieve the outcomes identified in their support plan that lead to greater independence.
- Supporting people to engage or re-engage with health and mental support services with the goal of expanding the client's network of support as appropriate and in line with the support plan, through proactive referrals and supportive engagement activities to enable the establishment of the relationship between the individual and provider.
- Supporting people to explore and engage with interests and activities in their local community, which may include local clubs, social networks, volunteering opportunities, or interest groups that assist in reducing social isolation and enhance their participation in the community.

10. BURDEKIN COMMUNITY TRANSPORT PROGRAM (BCT)

10.1 ABOUT BCT

Community Transport is an enabling program that supports Service Users to access and stay connected with their local community, resulting in increased social and economic participation and wellbeing.

Community Transport is a practical service with a niche role in the spectrum of transport services. The Community Transport program is set apart from other transport services, such as public transport, taxi, or ride share, by:

- Having a specific focus on the most vulnerable in our community to gain or regain independence and to create more equitable community participation;
- Providing services in locations where other transport options are in short supply; and
- Being part of the human and social services sector and playing a role in creating community, networking with, and potentially being a “soft entry” point to, other social and community services.

The intended outcomes for people being supported through the Community Transport program are:

- increased social and economic participation;
- increased community connection and inclusion;
- increased health and wellbeing through connection to essential services and community; and
- maintained or increased independence and capacity for choice and control over daily living activities.

Recognising the diversity of communities across the state, Community Transport is underpinned by a model of flexible provision with modes of delivery adapted to meet the needs of eligible persons in local communities.

10.2 Eligibility

Services through Community Transport are available to people who experience transport disadvantage and are:

- under 65 years of age; and
- unable to access, or have limited access, to other transport options, including public or private transport or transport funded through other funded/subsidised schemes; or
- an unpaid carer, travelling in their role as a carer.

Transport disadvantage can be defined as a difficulty accessing transport as a result of a range of factors, which can include geographic location, financial disadvantage, disability, or chronic health or mental health condition. Examples of specific groups in the population who experience higher levels of transport disadvantage, include:

- Aboriginal and Torres Strait Islander people living in regional and remote communities; and
- People who are migrants newly arrived or refugees from culturally and linguistically diverse backgrounds

11. CONSUMER CONTRIBUTIONS AND CHARGES

11.1 HOME CARE PACKAGES⁷

Home care agreement

Home Care Package consumers 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, BCA Home Care Service will negotiate the type and frequency of support with

⁷ Australian Government Aged Care Act 1997 and User Rights Principles 2014

you and document it in your Agreement and in your record that you have not signed the Agreement.

After your commencement meeting with BCA Home Care Service, you will receive a copy of your Home Care Agreement, a Pricing Schedule, a copy of your support plan and an individualised budget.

Pricing schedule⁸

Your Pricing Schedule (included in your Home Care Agreement) shows:

- Your Home Care Package Amount which is the subsidy from the Government
- The basic daily fee paid by you
- The per hour price of each service to be provided to you, and
- The care management fee paid by you
- The Package Management Fee paid by you.

Care management is an important service that includes coordinating care and services that will help you achieve the goals you identified in your Support Plan. The most you can be charged for care management is 20% of your Home Care Package.

Package management is a service that supports the delivery of a Home Care Package subsidy. It includes activities such as:

- Establishing and managing home care budgets
- Coordinating the delivery of services
- Billing services including invoices and statements.

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

Changes to fees

Our fees are revised twice per year in line with adjustments made by the Government to the Aged Care Pension in March and September and with consideration to your ability to pay. We will discuss any proposed changes with you before making changes.

Monthly statement⁹

You will receive a monthly statement showing:

- Your home care subsidy and any supplements
- Your home care fees
- Any changes to your package budget for care and services
- The balance of funds (funds you owe or unspent funds held by us or the Government)

⁸ Australian Government Department of Health and Aged Care [Home Care Packages Program Operational Manual A Guide for Home Care Providers Version 1.2 September 2021](#) p 38 (Click on link for latest version)

⁹ Australian Government Department of Health and Aged Care [Home Care Packages Program Operational Manual A Guide for Home Care Providers Version 1.2 September 2021](#) p 76 (Click on link for latest version)

Unspent funds

Any unspent funds amount carries over from month to month, and from year to year, for as long as you continue to receive a package.

If you have any questions about the fees you are paying or the information in your Home Care Agreement, please let a staff person know. They will be more than happy to assist you.

12 COMMONWEALTH HOME SUPPORT PROGRAM (CHSP), QLD COMMUNITY SUPPORT SCHEME (QCSS), BURDEKIN COMMUNITY TRANSPORT PROGRAM (BCT)

12.1 Agreement

If you receive CHSP, QCSS, BCT services you will be provided with a Commencement of Service Letter that specifies the services provided and the costs. Detailed information on days and times of service delivery is included on a copy of your Support Plan, which is provided with the Commencement of Service letter. You will also receive a copy of this Consumer Handbook.

12.2 Your contributions

Consumers are required to pay a small contribution for the support they receive from BCA Home Care Service for home support services, if they can afford to. A schedule of the fees will be provided to you at your Commencement Meeting. You can at any time contact the office for an up-to-date schedule of fees.

Our fees are revised twice per year, in line with adjustments made by the Government to the Aged Care Pension in March and September, and with consideration to your ability to pay. We will advise you of any changes.

You are most welcome to discuss your contribution level or any changes to it with us.

12.3 Contribution reduction

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

12.4 Appeal

If you are unhappy about the result of your Application for a Fee Reduction you can appeal. Advise the Service Manager directly and they will provide you with information on the appeals process. The Chief Executive Officer will make the final decision. You will be advised in writing within 30 days of the date of appeal. If you wish to take the matter further, we can give you a list of agencies who can assist and we can also help you to contact them.

13 PAYING YOUR FEES

BCA Home Care Service staff will collect your fees following service provision or provide you with an invoice at the end of each month. You can make payment via direct debit (preferred), pay at the BCA Home Care Service office, or by post or electronic funds transfer.

14. EQUIPMENT

All equipment purchased by us and provided to support you remains our property and is recorded on an equipment register and maintained as per the maintenance schedule.

Equipment hired or purchased for you and paid for by you or your Home Care Package will remain your property. You will be responsible for the maintenance and repair of the equipment.

If you wish to buy equipment from your home care package, we use the services of an Occupational Therapist to assess your needs and recommend safe and quality equipment.

15. DELIVERING SUPPORT

15.1 HOME CARE

Keeping appointments

Our Support Workers work to a 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 services).

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. This will be recorded on your support plan, so staff know what action to take.

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 BCA Home Care Service 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.

Smoking

Our staff and volunteers are not permitted 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 BCA premises or in staff vehicles.

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 while 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

products containing bleach 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. Purchase non-hazardous chemicals for the support workers to use. Support workers will use the appropriate personal protective equipment, such as gloves when using certain products.

16. RIGHTS AND RESPONSIBILITIES

As a consumer you have both rights and responsibilities.

16.1 CONSUMER RIGHTS UNDER THE AGED CARE ACT¹⁰

Consumers have the right to:

1. Safe and high quality care and services;
2. Be treated with dignity and respect;
3. Have their identity, culture and diversity valued and supported;
4. Live without abuse and neglect;
5. Be informed about their care and services in a way they understand;
6. Access all information about themselves, including information about their rights, care and services;
7. Have control over and make choices about their 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 their daily life, financial affairs and possessions;
9. Their independence;
10. Be listened to and understood;
11. Have a person of their choice, including an aged care advocate, support them or speak on their behalf;
12. Complain free from reprisal, and to have their complaints dealt with fairly and promptly;
13. Personal privacy and to have their personal information protected;
14. Exercise their rights without it adversely affecting the way they are treated.

16.2 CONSUMER RESPONSIBILITIES¹¹

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

¹⁰ Australian Government Department of Health and Aged Care and Australian Government Aged Care Quality and Safety Commission [Charter of Aged Care Rights](#) (Effective 1 July 2019) Web page accessed May 2022

¹¹ Australian Government Department of Health and Aged Care and Australian Government Aged Care Quality and Safety Commission [Charter of Aged Care Rights](#) (Effective 1 July 2019) Web page accessed May 2022

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.

16.3 CONSUMER RIGHTS UNDER CONSUMER LAW¹²

In addition to your rights under the Aged Care Act 1997 and other relevant legislation, we ensure the following under Australian Consumer Law:

You have a right to:

- clear, honest and complete information about the services provided to you, including information displayed on the My Aged Care website
- time to make your decisions and ask for help if you need to
- no pressure selling of services
- all the terms in your agreements are fair for all parties
- a clear and easy dispute resolution process.

16.4 ARE YOU CONCERNED ABOUT THE CARE YOU OR SOMEONE ELSE IS RECEIVING?

Everyone in aged care has the right to be safe, treated with dignity and respect and receive high quality care and services.

To ensure this right the Government has introduced the Serious Incident Response Scheme (SIRS). Under the SIRS we are required to report the following incidents to the Aged Care Quality and Safety Commission:

- Unreasonable use of force – such as kicking, punching or rough handling
- Unlawful sexual contact or inappropriate sexual conduct – like stalking, making sexual advances or unwanted sexual touching
- Psychological or emotional abuse – such as yelling, name calling or ignoring
- Stealing or financial coercion by a staff member – such as stealing money or pressuring you to give money
- Neglect – such as not giving you the care you need to stay well
- Inappropriate use of restrictive practices – such as using physical force or medication to restrict your freedom or movement
- Missing consumers – such as where a consumer goes missing from our facility or an activity or event provided by us
- Unexpected death – such as someone dying unexpectedly because they did not receive proper care and services.

If you have a concern about the care, you or someone else is receiving, you can raise a concern directly with BCA Home Care Service by contacting the Service Manager, Chief Executive Officer or you can contact the Aged Care Quality and Safety Commission on 1800 951 822.

You can also talk to someone at the Older Persons Advocacy Network on 1800 700 600.

¹² Australian Government Competition and Consumer Act 2010

17. PRIVACY AND CONFIDENTIALITY

BCA Home Care Service 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:

- Your files and other information are securely stored
- We only collect information about you that is relevant to the support you receive and we explain to you why we collect the information and what we use it for
- All information relating to you is confidential and is not disclosed to any other person or organisation without your permission
- We seek consent from you to, in an emergency, disclose personal information to other health service providers to provide emergency care or services
- We seek consent from you to provide access to your records to government officials (or their delegates) for quality reviews or the investigation of complaints. The people accessing this information are required to keep all information confidential
- Information provided to government bodies regarding service provision does not identify you. 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 your record of what information was shared and to whom
- You can withdraw consent to share personal information at any time
- You can ask to see the information that we keep about you and we will support you to access this information within 30 days of the request. Information is provided in a format easily understood. You can nominate a representative to access your records held by BCA Home Care Service
- The provision of information to people outside the service is authorised by the Chief Executive Officer
- We do not discuss you or your support with people not directly involved in supporting you
- We take steps to correct information where appropriate and regularly review your information to ensure it is accurate and up to date
- Reviews are always conducted in private with you and our staff member unless you consent to your carer, advocate or other person being present
- During your reviews our staff member asks you about any particular privacy requirements you have such as a preference for a male or female support worker. These are noted on your assessment form and support plan
- Any discussions between staff about you are held in a closed office
- You are supported by us should you have a complaint or dispute regarding our privacy policy or the management of your personal information
- Any references to you in meeting minutes refer to you by initials only or another unique identifier, such as your consumer number

- We confidentially destroy any personal information held about you when it is no longer necessary to provide support or to keep the information.

18. COMPLAINTS AND FEEDBACK

BCA 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 BCA Home Care Service.

18.1 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 the Care Coordinator, you can contact the Service Manager or Chief Executive Officer. The Care Coordinator will liaise with the Service Manager to work to resolve the complaint.
- Key staff phone numbers are listed above in 1.2 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 16.5 Advocacy and External Complaints Contacts.
- If the issue is not satisfactorily resolved you can submit your complaint in writing to the Chief Executive Officer, 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 BCA 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.

18.2 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.

19. CONTINUOUS IMPROVEMENT

We pride ourselves on working with consumers to improve our services. We welcome your feedback on any aspects of our service and invite you complete our feedback form or talk to staff whenever you like, and to participate in our surveys.

We regularly conduct audits and surveys and participate in reviews of our service to ensure we are meeting the Aged Care Quality Standards.

20. ADVOCACY

20.1 YOUR RIGHT TO AN ADVOCATE

You have a right to use a person of your choice to negotiate on your behalf with BCA Home Care Service. 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.

20.2 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 BCA Home Care Service.

20.3 APPOINTING AN ADVOCATE

If you wish to appoint an advocate let us know 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 same form.

20.4 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.

20.5 ADVOCACY AND EXTERNAL COMPLAINTS CONTACTS

Advocacy and external complaints contacts available to consumers include:

Agency	Contact details
Aged Care Quality and Safety Commission GPO Box 9819 BRISBANE 4000 9.00 am-5.00 pm weekdays.	Ph: 1800 951 822 Email: info@agedcarequality.gov.au Online complaint form: www.agedcarequality.gov.au
Advocare Unit 1, Byblos House 190 Abernethy Road Belmont WA 6104	Freecall:1800 655 566 (Country Callers) Web: www.advocare.org.au Ph: (08) 9479 7566 (Metro) Fax: (08) 9479 7599 Email: rights@advocare.org.au
National Aged Care Advocacy Line Older Persons Advocacy Network (OPAN)	Ph: 1800 700 600 Website: https://opan.com.au/about/
Carers WA (Support care)	Ph: (08) 9444 5922 Fax: (08) 9444 8966

Agency	Contact details
providers) 182 Lord Street Perth WA 6000	Freecall:1800 242 636 (24 Hour) 1300 CARERS (227377) Web: http://www.carerswa.asn.au/

21. 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 BCA Home Care Service, 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 person 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 BCA Home Care Service are welcome and are used in the provision of services