



YOUR HOME CARE PROVIDER HANDBOOK

3269 1915

www.allaboutliving.com.au



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Who we are

All About Living is a not-for-profit community based organisation with over 25 years' experience providing homecare services in the Brisbane area.

All About Living is governed by an elected volunteer Board and is committed to providing choice, support and connection to our Consumers.

Our goal is to enhance your strengths and help you maintain your dignity and independence. We specialise in 'Life Planning': a comprehensive model that ensures the care and support provided to individuals and carers is choice driven, seamless, respectful, and responsive.

We provide personalised, responsive, and reliable services through a model of care that we refer to as "Multi-Disciplinary Area Care Teams." Small teams of Nurses, Support Workers, Domestic Assistants and General Staff that work in dedicated areas to ensure that you have a familiar face in your home, no matter what your need and even when specific staff are away on leave. We acknowledge and respect the values and rights of our Consumers, irrespective of culture, age, race, sexuality, and religious beliefs.

All About Living assists a range of community members including but not limited to:

- the aged
- people with a disability
- people with mental health conditions
- veterans
- the financially disadvantaged and marginalised

Our team of experts are led by the CEO and The Chief Operating Officer who serves as the Chief Nursing Officer at AAL.

Our Clinical and Support Services Team is highly qualified and consists of Case Managers, Support Workers, Nurses, NDIS Support Coordinators and Office based Administration team.



All About Living....is a registered charity. The donations we receive go back into supporting the members of our community.



OUR VISION: *The preferred choice for all people in QLD who want to enrich their quality of life through personalised care services.*



OUR PURPOSE: *Enhancing independence, dignity and comfort.*



AAL Consumer Constant Commitments

Consumer Rights

We refer to our commitments to our consumers as *consumer constant commitments (CCCs)* because we strive to ensure our consumers are treated in line with our CCC's, at every visit, when interacting with any AAL team member or contractor, every time.

1. We will deliver the professional, respectful services, in line with the Aged Care Charter of Rights, the NDIS Charter of Rights and Australian Human Rights requirements and that this provides consumers peace of mind.
2. We will provide respectful, consultative services in line with your choice, to support your dignity and independence.
3. We will support our consumers' right to choose and to live without fear of reprisal.
4. Our services will be delivered in line with funder standards, licensure, and legislation and with consumer agreement.
5. We will strive to be the "service provider of choice" in the delivery of a full range of quality services.
6. We will offer our services to those eligible for government assistance, to those who wish to pay for their services themselves and to those who cannot, wherever we can across Southeast Queensland.
7. Our clinical and support services will be collaborative in nature and in line with best practice.
8. We welcome our consumers' feedback in relation to our service provision and/or staff since it helps us measure and refine our services to meet our consumers' needs.

Why Choose Us?

Don't wait on hold and have a conversation with an answering machine!

Talk to a real person who understands your situation and can help you find solutions that suit your lifestyle.

Our team members' hold professional qualifications relevant to their roles and participate in ongoing training to ensure that their skills and knowledge are always up to date and align with industry standards.

All team members:

- Are experienced in Community Care
- Hold a current National Police Clearance
- Hold a current First Aid Qualifications
- Are trained in Manual Handling
- Are Trained in Infection Control & Safe Food Handling
- Work in an organisation that integrates clinical and non-clinical governance to promote safe and effective clinical and non-clinical care.

Our warm and friendly clinical and support services staff go the extra mile to make sure that you receive the very best care and that your services are delivered in a professional and consistent manner at every visit, by every staff member no matter the service.



Home Care Package's (Levels – 1, 2, 3 & 4)

What is a Home Care Package?

Government Funded Home Care Packages are tailored to support older people and people with a disability to maintain independence. The packages are tailored to provide professional specialised care for people to enable them to continue to live as independently as possible in their own homes.

Eligibility

You may be eligible for a home care package if you are:

- An older person who needs coordinated services to help you stay in your home
- A younger person with a disability, dementia or other special care needs that are not met through other specialist services

There are no minimum age requirements or residency restrictions but home care packages are not intended for visitors to Australia or people requiring temporary or short-term care.

Assessment for a home care package

All About Living.... can assist you to navigate through this system!

To find out if you are eligible for a home care package or any other available services, call My Aged Care on 1800 200 422. The My Aged Care contact centre will ask you a series of questions to determine if you need an assessment by an Aged Care Assessment Team (ACAT).

During the assessment the ACAT will determine if you are eligible for a home care package and which package level best meets your care needs. There are four levels of funded Home Care Packages:

- Level One: Basic Care Needs**
- Level Two: Low Level Care Needs**
- Level Three: Intermediate Care Needs**
- Level Four: high-level care needs**

You will be approved for one level of home care package. You will be prioritised for care based on your assessed need.

Each level of home care packages provides a different subsidy amount. This amount is paid to your selected approved home care provider. The subsidy contributes to the total cost of your services and care delivery. It is expected that you will contribute to the cost of your care where your personal circumstances allow.

Services

The types of services you can access under a home care package include, but are not limited to:

Personal services: assistance with personal activities such as bathing, showers, toileting, dressing & undressing, mobility & communication.

Domestic Assistance: assistance with basic domestic tasks such as vacuuming, mopping or cleaning the bathroom; while encouraging and skilling people to do those tasks they can do themselves.

Respite: In home setting, where the carer would otherwise provide those services.

Home Maintenance: assistance to keep a person's home in a safe and habitable condition e.g. lawn mowing and garden maintenance.

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, quadraped 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, podiatry, occupational or physiotherapy services, hearing and vision services. Home care level 1 and 2 packages are not intended to provide comprehensive clinical or health services. Home care level 3 and 4 packages have a greater emphasis on delivering complex care in the home, including more clinical care where needed.

Transport and personal assistance: assistance with shopping, visiting health practitioners and attending social activities.

Management of skin integrity: assistance with bandages, dressings and skin emollients.

A home care package may also be used to support the use of:

Telehealth: video conferencing and digital technology (including remote monitoring) to increase access to timely and appropriate care

Assistive technology: such as aids and equipment (particularly those that assist a person to perform daily living tasks), as well as devices that assist mobility, communication, and personal safety

Aids and equipment: some aids and equipment that are directly associated with your care needs can be purchased using funds from your package budget.

Home care package restrictions

You cannot use funds from your home care package for the following care and services:

- items that would normally be purchased out of general income
- buying food, except as part of enteral feeding requirements
- payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent
- payment of home care fees
- payment of fees or charges for other types of care funded or jointly funded by the Australian Government
- home modifications or assets that are not related to your care needs

- travel and accommodation for holidays
- cost of entertainment activities, such as club memberships and tickets to sporting events
- gambling activities
- payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme.

Consumer directed care

All home care packages must be provided on a *consumer directed care* basis. This means your provider will work with you to identify a home care package of care and services to meet your needs, goals so you can live a more active and independent life.

Costs

The Australian Government subsidy is paid directly to All About Living. The subsidy paid is different for each level of home care package. Consumers are requested to contribute to the cost of care (**Basic Daily Care Fee**) unless they are financially disadvantaged. Some people may be required to pay an **Income Tested Care Fee**. This will be determined by the Department of Human Services and is dependent on your income & assets. You may be required to submit an "Aged Care Fees Income Assessment" form to the Department of Human Services (Centrelink). The Department will assess your income to determine what income tested fee payment you will need to contribute towards the package. Please note that Centrelink reviews the fees quarterly. All About Living can assist you with this process if you are required to complete it.



Your Home Care Package Budget Explained

All About Living will work with you to develop an individual budget to fund your Plan of Care and Services. Your individual budget sets out the total amount of funds available in your home care package and how those funds will be allocated and spent.

All About Living administers the home care package funds on your behalf.

Your budget will show

- how much All About Living receives from the Government for your package
- your fee contribution and the cost of the services that you are receiving

The budget will also show

- how much your package is charged for the cost for the Package Management and Care Management fees that are required to manage your package. **For more information on Package Management & Care Management fees refer to page 12 and 13.**

There are still specific conditions that apply to how your HCP funds are spent:

- You are unable to receive the subsidy as cash.
- There are a few excluded expenses that are outlined in the Guidelines that cannot be paid for out of the package.
- The service provider in receipt of the subsidy must manage the funds in accordance with the Aged Care Act 1997 and subsequent legislative requirements.
- All providers of services will need to meet a minimum of conditions as set out in the Age Care Act 1997

What's in your budget?

Income

- Australian Government subsidy and eligible supplements
- The basic daily care fee paid by the Consumer
- Income Tested Care Fee if applicable
-

Planned Expenditure

There are four main expense types:

- **Package Management** – includes overhead costs. Refer to page 12 for more information
- **Care Management Fee** – for the time that All About Living spends managing your package. Refer to page 13 for more information
- **Service and Support Costs** – the costs of delivering the services and support you have agreed to in your Care Plan
- **Other Costs** – other expenses such as equipment, aids etc. **Monthly statements & invoices**

To assist you in monitoring your HCP budget, All About Living.... will provide you with a Monthly Package Statement showing:

Available funds:

- Roll over balance from the previous month
- Government subsidy and supplements for the current month
- Your basic daily care fee contribution

Expenditure:

- Monthly Package Management and Care Management costs
- What has been spent during the month on services, broken down to the individual service type and date provided
- Any other expenses such as equipment hire, allied health, consumables etc.

Balance:

- Balance of funds remaining at the end of the month

Your statement will be sent to you, along with your invoice for your care fees as soon as possible after the end of the month (Usually around the middle of the following month).

Your **invoice** details the fees for you to pay (i.e. co-contributions, ITF), whereas, the statement lets you know where the available funds have been spent.

Home Care Agreement

All About Living will provide you with a Home Care Agreement.

Your Home Care Agreement is a legal agreement that sets out the details of what your package will provide, who will provide the services and how much they will cost.

All About Living and you are entering into a Home Care Agreement as **equal partners**.

Signing the Home Care Agreement

If you cannot sign the Home Care Agreement because of any physical incapacity or mental impairment, another person representing you may enter into the agreement on your behalf.



Consumer Directed Care Plan

Your Care Plan forms part of your Home Care Agreement. All About Living will work with you and your representative to identify your goals and design a care plan to help you reach those goals. All About Living will not alter your Care Plan consulting with you to achieve your goals, balancing risk and dignity with duty of care.

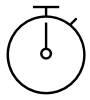
Care Plan Review: We will review your Care Plan at least every 12-months to make sure the care and services you receive through your home care package still meet your needs. You can also ask for a review of your care plan at any time if your care needs change.

During the care planning process, we will take into account any support you already have in place, such as carers, family members, local community and other services. We will work together to meet your needs.

We are committed to creating quality care plans for each person.

We do this through:

- Strength based assessments
- Goal orientated care planning
- Informed Access to Allied Health services and Community Partners
- Consumer participation
- Strengthening social support and reconnecting outside the home
- Flexibility to adapt care plans to changing needs



Starting Services

Once you have entered into a Home Care Agreement with All About Living and we have developed your care plan & budget, your services can begin. It is important to note that your home care package and any associated fee start on the day your Home Care Agreement is signed, not from the day that care is first given to you.



Feedback

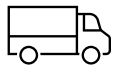
Your feedback is important to us, whether it's positive or you are not happy with something. **Why? It helps us to ensure that our services are in line with the goals that we set for ourselves. We use your feedback for continuous review of our services and to inform quality improvement initiatives. We will share any improvements made as a result of your feedback, with you.**

If you have any concerns at all, we encourage you to contact your All About Living Case Manager or the COO who serves as the **Complaints Coordinator** for All About Living. You can access the COO via: feedback@allaboutliving.com.au and we will respond in an appropriate and timely manner.

If you don't feel comfortable phoning with a complaint, there are a number of other options available. There is a feedback form in your folder that you can use or you can send a written complaint to the CEO of All About Living. Any information or complaint can remain anonymous at your request.

Become a Member of our Consumer Advisory Committee

Have a few hours three or four times a year? You and/or your family member or representative are invited to submit your interest to become a member of our Consumer Advisory Committee. We meet three or four times a year (transport is available) over a morning tea or light lunch, to get your feedback on educational materials, care models and how we can make AAL a place where you have a role, not only in designing your plan of care, but in supporting others in this sector of health. If you have an interest, please reach out to your care manager or email your interest to: info@allaboutliving.com.au and someone will get back with you!



Changing Providers

While we absolutely would hate to see you go!!!! However, we understand that sometimes a move may be what is best for your personal circumstances and we will support you. You can choose to change to another home care package provider at any time for any reason. Before you make the decision to change providers you should check your Home Care Agreement, so you are aware of any conditions such as notice periods and exit amounts.

When you research new providers, you should compare the provider's fees with those of your current home care provider for items such as administration of the package and case management.

You must notify us before you change providers. Under the Charter of Rights & Responsibilities – Home Care, you need to advise us that you wish to change providers and have a discussion with us so that we can mutually agree on a cessation date, as we require a minimum of 14-days' notice. Further information about changing providers please refer to My Aged Care – www.myagedcare.gov.au or 1800 200 422.

Moving unspent funds

If you choose to move your home care package to another provider, any unspent funds in your home care package budget (after all expenses and fees have been paid) will move with you to your new home care provider.

Within 56-days after the cessation date, we will provide you with a written notice about your unspent home care funds.

Within 70-days after the cessation date, we will transfer your unspent funds to your new provider.

For Further information about changing providers please refer to My Aged Care – www.myagedcare.gov.au or 1800 200 422.



Rights and Responsibilities

Both yourself and All About Living have rights & responsibilities that we must follow. The terms are set out in **The Charter of Care Recipients' Rights and Responsibilities for Home Care**.

Taking leave from your Package

Government Subsidy

The following table provides information about how the subsidy is paid to All About Living.... while you are on leave from our Home Care Package.

Type of Suspension	Impact on Payment of Subsidy to Provider*
Hospital	Home care subsidy is payable (at the full basic subsidy rate) for up to 28-consecutive days in a financial year, for each episode of hospitalisation or transition care at the particular package level. After 28-consecutive days, the subsidy is payable at 25 per cent of the basic subsidy rate.
Transition Care	
Residential Respite Care	Home care subsidy is payable (at the full basic subsidy rate) for up to 28-cumulative days in a financial year, at the particular package level. After 28-cumulative days, the subsidy is payable at 25 per cent of the basic subsidy rate.
Social Leave (all other suspension types)	

Note: *AAL will bill in line with the Aged Care requirements in effect at the time of service delivery.

Your Fees*

Residential Respite or Transition Care Program

You will not be required to pay the Basic Daily Fee while you are in Residential Respite or receiving TCP funding.

Hospital or Social Leave (away on holidays)

We may still charge the Basic Daily Fee while you are in hospital or away on holidays. We can negotiate this with you on an individual basis.

Income Tested Fee

If you usually pay an Income Tested Fee, the full fee must be paid for up to 28 days (see above table), after which you will pay whichever is the lesser of:

- The income-tested fee, as previously advised; and
- The amount of the reduced home care subsidy, plus the primary supplements payable.

\$ Your HCP Fee's Explained

Package Management Fee

This is a fixed cost and only varies slightly between the different package levels.

Providers are able to charge Package Management costs to cover a range of overhead and operational costs, such as insurance, worker's compensation, care co-ordination and travel costs. The Department does not set a limit on Package Management costs but expects costs to be kept to a minimum so that consumers can receive the support they need.

Examples of what is covered by your Package Management Fee

Compliance Costs	Costs associated with ensuring that we meet relevant standards and guidelines, including: <ul style="list-style-type: none"> ➤ Work health and safety requirements to prevent worker injuries ➤ Police checks for staff and volunteers ➤ Meeting the Home Care Common Standards and other quality standards as well as Relevant insurance and Work Cover
Set up costs also called capital costs	The costs associated with setting up or updating office space and equipment, including buildings, computer and phone systems
Operating costs	The everyday costs of running a business, including office supplies, rent, utilities, internet and phone bills. Indirect wages: Management, Administration, Accounts and Payroll
Quality improvement	Costs associated with improving the services you are receiving, Including research, evaluation and quality systems
Staff training	Including first aid, health and safety, skills training, ongoing monthly training
Providing information	This can be information for the general public like updating a website and general brochures or information specifically for people who are using the provider's service It can also include face to face meeting you may have while you are thinking about and planning which provider you will use
Sub-contracting costs	Working with sub contracted service providers to make sure that they meet the legal requirements and quality standards expected in the government guidelines. The costs associated with writing and managing contracts
Accountability costs	Costs associated with reporting requirements as part of our funding agreement, including financial audits and government reporting
Rostering	Setting up your regular roster with regular carers and replacing carers on leave

<p>Care Management Fee Please refer to your Home Care Package pricing schedule. Providers can charge a Care Management fee to cover other costs not associated with Package Management.</p>
Examples of what is covered by your Care Management Fee
Co-ordination of services requested by you
Supporting you to make changes to your roster and core providers
Ongoing monitoring and informal reviews
Formal re-assessment of your needs, adjustment of the care plan and individualised budget if required
Referral to an Aged Care Assessment Team (ACAT) if you require a higher level package
Phone calls, letters, emails, faxes to/from Consumer, Next of Kin, other approved persons e.g. Doctor
Referrals to/from and liaison with, other organisations regarding your Home Care Package
Advocacy
Notes/documentation regarding your Case Management and Care
“Not-at-home” processes: e.g. if you’re not at home we may phone NOK, Ambulance
Incident investigations: e.g. falls, hazards, and risk assessments: outside of standard review
Monthly review of your budget to make sure you are using your package to its full advantage
Referring and liaising with other service providers
Attending to roster changes as requested by you e.g. Change of times/days long term or short term. Please note: Day to day rostering is covered by your Package Management Fee, but any changes outside your initial set up is charged as Care Management



Payments and Invoicing

Invoices are sent out soon after the end of every month e.g. *you will receive an invoice in June for services delivered in May.* If the invoice is not paid by the end of the month, you may receive a statement showing outstanding amounts.

All About Living's preferred payment method is:

- Direct Debit, unless otherwise agreed

Concerns with the amount you pay

If you have difficulty making contributions for the support you receive, do not hesitate to contact your Case manager. You will not be disadvantaged if you experience genuine financial hardship. You can apply to the Department of Human Services to access the Financial Hardship Assistance Form. All discussions regarding your contribution will be in accordance with the Privacy and Confidentiality policies and legislation.

Late Cancellations

In the instance where you are unable to provide at least 24-hours' notice of a service cancellation your package will still be charged the full service time. The reason for this is that, as well as taking good care of you, we also take good care of our staff. Our Support Workers are paid if we remove a shift from their roster without the specified notice. Exceptions are made for Consumers cancelling with less the 24-hours' notice due to urgent medical appointments and emergency hospital admissions.

AAL Price Schedule – see next page.

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HOME CARE PACKAGE PRICING SCHEDULE - 1 JULY 2022

Services	Unit of Cost	Monday - Friday 6am - 8pm		Monday - Friday 8pm - 6am		Saturday	Sunday	Public Holiday			
Nursing Care (excluding cost of consumables)	Per Hour	\$	99.80	\$	149.70	\$	149.70	\$	199.60	\$	249.50
	Part Hour rate	\$	128.40	\$	192.60	\$	192.60	\$	256.80	\$	321.00
Domestic Assistance	Per Hour	\$	51.40	\$	77.10	\$	77.10	\$	102.80	\$	128.50
	Part Hour rate	\$	64.20	\$	96.30	\$	96.30	\$	128.40	\$	160.50
Meal Preparation	Per Hour	\$	51.40	\$	77.10	\$	77.10	\$	102.80	\$	128.50
	Part Hour rate	\$	64.20	\$	96.30	\$	96.30	\$	128.40	\$	160.50
Social Support	Per Hour	\$	51.40	\$	77.10	\$	77.10	\$	102.80	\$	128.50
	Part Hour rate	\$	64.20	\$	96.30	\$	96.30	\$	128.40	\$	160.50
Medication Assistance	Per Hour	\$	51.40	\$	77.10	\$	77.10	\$	102.80	\$	128.50
	Part Hour rate	\$	64.20	\$	96.30	\$	96.30	\$	128.40	\$	160.50
Personal Care, Respite	Per Hour	\$	51.40	\$	77.10	\$	77.10	\$	102.80	\$	128.50
	Part Hour rate	\$	64.20	\$	96.30	\$	96.30	\$	128.40	\$	160.50
Hairdresser, Nail Care Services	Per Hour	\$	51.40	\$	77.10	\$	77.10	\$	102.80	\$	128.50
	Part Hour rate	\$	64.20	\$	96.30	\$	96.30	\$	128.40	\$	160.50
Transport	Per Hour	\$	51.40	\$	77.10	\$	77.10	\$	102.80	\$	128.50
	Part Hour rate	\$	64.20	\$	96.30	\$	96.30	\$	128.40	\$	160.50
Mowing	Quoted services										
Home Maintenance											
Allied Health Services											
Sleepover - Passive \$68 plus any awake time at overtime rates (min 1 hour charge)	Per Hour			\$	78.60	\$	78.60	\$	104.80	\$	131.00
Sleepover - Active	Per Hour	\$	52.40	\$	78.60	\$	78.60	\$	104.80	\$	131.00
Trip Rate	Per Service		\$5.00								
Terms and Conditions											
All Services are a 15 minute minimum charge.											
All Services scheduled for less than one hour will be charged pro rata using the Part Hour rates											
All Services schedule for more than one hour will be charged pro rata using per hour rate											
Medication, equipment hire and consumables not included in the above rates											
We require 24 hours notice to cancel your service otherwise we will need to charge you the full visit fee											
Home Care Package Fees					All About Living do not:						
					1. Charge the Basic Daily Fee						
					2. Charge Package and Care Management Fees on ITF						
Rate											
Package Management Fees					8%						
Care Management					17%						
Exit Fee					No Charge						
External Invoice processing Fee					15%						

Note: AAL reviews its pricing in July every year.



Workplace Health and Safety Assessment

Your safety & the safety of AAL staff is at the centre of every decision at AAL. During your first appointment with your Case Manager, we will conduct a workplace health and safety assessment. AAL is required to do this in line with legislation because essentially your home becomes our Staff's workplace. We also do this assessment with you in mind, as our staff can make suggestions to make your home safer for you as well. This is an ongoing process as our Staff will report any concerns as they arise. As part of your package an annual reassessment, or periodically, a review may also be undertaken.

Cleaning products & equipment

Because we understand that everyone is different, we use the products & equipment you supply for cleaning, cooking, washing, and ironing.

Our staff can use some store purchased cleaning products and other natural products such as bicarbonate of soda, white vinegar and cream cleansers.

We are unable to use any products containing ammonia, bleach, methylated spirits, kerosene or other noxious, toxic substances. This is for the safety of both yourself and our team.



Feel free to talk to the Case Manager in regard to which products are safe to use.

If You Are Not Home for Your Service

If an AAL team member arrives to support you with a service and there is no answer when they knock on the door, All About Living has a 'Consumer not at home' procedure which will be discussed with you at your first home visit and a fee will be charged.

The steps will include:

1. If there is no answer at your door, staff will phone the office
2. Office staff will phone your house/mobile phone – if no response....
3. Office staff will phone your first/second contact and follow their instructions. If there is a Key Safe, and consent has been signed, the staff member will be given the key safe code and will enter your home whilst on the phone with the office.
4. When a Consumer is not at home, our Staff may be instructed to leave a 'We were here note'
5. The Case Manager will alert our COO if you or your contacts were unable to be contacted and will follow management's directions which may include contact emergency services.

Further information:

Donations

Every day of the year our passionate, dedicated staff and volunteers work to care, support, and improve the quality of life for our consumers in the community. However, we cannot do it alone! Your kind donations help us to achieve this, and you can be assured that all donations go back into supporting our most frail and vulnerable consumers. All donations over \$2 are tax deductible.

Gifts

Our Consumers, their family and friends are under no obligation to give gifts to our staff. However, we recognise that some people like to give small tokens on special occasions. While staff must adhere to strict guidelines for receiving gifts, small gestures of thanks are acceptable and very much appreciated.

Private Care



Do you need a little extra help around the home?

Do you have subsidised services but need a few more hours of help?

Private Care is your answer.

For those who are not eligible for government funding or would simply like to top-up their current home care services, you may choose to pay for Private Care.

This Fee for Service program is aimed at supporting people to stay in their own homes whilst they wait to become eligible for funding or to make your current services be better suited to your lifestyle.

Private Services can include, but are not limited to:

- Personal Care
- Medication Prompt/Reminders or Assistance
- Assistance with Showering
- Assistance with Dressing
- Respite
- Shopping Assistance
- Meal Preparation
- Housekeeping/Domestic Assistance
- Washing or Ironing
- Transport to appointments
- Social Support
- Nursing Care

AAL staff will always provide excellent care and assistance to you.

To find out more information regarding All About Living....'s Fee for Service, please phone us on 07 3269 1915 and ask to speak to a Case manager, or email us at info@allaboutliving.com.au

Your Home Care Package can include: Social Events & Activities

Are you interested in?

Ladies Group

Choir

Men's Group

Out & About Group

**Gentle Exercise Classes
(Body Movement Class & Lifestyle Program)**

Falls Prevention



**Please call us today
to register your
interest and find out more about our excellent
array of social gatherings that all our
Consumers are welcome to join!**

**Phone: 3269 1915 or email:
info@allaboutliving.com.au**



Special Needs Groups

All About Living's personalised approach allows us to support people who have special needs. We can assist with care that enables access to resources that will continue to ensure a high standard of quality living, whilst supporting lifestyle Choices.

Special Needs Groups may include:

- People who are financially or socially disadvantaged.
- Aboriginal & Torres Strait Islander Communities
- Cultural and Linguistically Diverse (CALD) Communities
- People who identify as being a member of the LGBTI (Lesbian, Gay, Bisexual, Transgender or Intersex) community.
- People who are homeless or at risk of becoming homeless.
- Other specific groups such as Veterans and their families.
- People with dementia.



your rights & responsibilities



Your partnership with All About Living requires a shared understanding of the relevant rights and responsibilities of each party. Your rights and responsibilities are safeguarded not only by All About Living's internal policies but also by our compliance with the relevant program (CHSP, DVA etc) guidelines. This section provides a comprehensive list of your rights and responsibilities as expressed in all of the relevant guidelines:

All About Living - Participant Rights & Responsibilities

You have the right:

- to be treated with respect and dignity
- to be informed of what services are available
- to express your own views and ideas
- to choose what service or services you can access
- to receive services without discrimination
- to privacy and confidentiality
- to modify your consent for information exchange at any time
- to refuse an assessment or a service. Refusal of service will not affect any future attempt you make to obtain our services
- to complain or express concerns about our operations or services and to appeal our decisions
- to have someone with you when you have a meeting, assessment or review with All About Living
- to have someone speak on your behalf (list of advocacy services attached)
- to view your records upon your nominated representative's or your written request. We will supply this information within three working days from receipt of the request
- to refuse to be involved in research
- to request that a staff person ceases to provide services to you

You have a responsibility:

- to yourself to continue activities that keep you active, healthy, connected with your community and as independent as possible
- to respect All About Living staff and volunteers and other people participating in our programs and services
- to follow the agreed Support Plan including being available for services at the agreed time and day unless you have urgent appointments or commitments
- to pay fees as stated on the Fees Schedule or as negotiated with the Manager
- to accept consequences of your decisions based on information we provide
- to provide our staff and volunteers with a safe working environment in your home and when they accompany you in the community. You are expected to provide well maintained equipment and safe cleaning products for their use in your home.

You must not smoke cigarettes or use prohibited substances while staff are on your premises, in a shared vehicle or when you are with them for community activities.



NO SMOKING

Security of Tenure

Consumers can stay in their home care package for as long as they need to, and so long as AAL is able to deliver the services as Agreed and we are able to provide the level of support you require. Consumers must meet their obligations, such as paying fees and providing a safe environment for our carers. This is called 'security of tenure'. Your Home Care Agreement will specify how either party may terminate the Home Care Agreement and must not contradict the security of tenure provisions set out in the User Rights Principles 2014.



Privacy and Confidentiality

For All About Living to deliver quality services, it is important we obtain specific personal and health information about you.

We will only use or disclose your personal information that you or your representative give consent to; and it can only be given in relation to the provision of care by us or by another provider.

All About Living is bound by law to observe your privacy.

If you believe All About Living has misused your information or disregarded your right to privacy, you can phone All About Living on (07) 3269 1915 and speak with our CEO, Chief of Operations or your Case Manager. You can also lodge a formal complaint with the Aged Care Commissioner.



All About Living Privacy and Confidentiality Policy

All About Living will comply with and implement the principals and guidelines of the *Information Privacy Act 2009*; *Privacy Amendments (Private Sector) Act 2000*; *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, as well as *The Privacy Regulations 2013*. The following is taken from information Sheet 6 – 2001 of the Privacy Commissioner's Office:

National Privacy Principle (NPP) 4.1 provides that an organisation must take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.

Privacy Policy statement

All About Living (AAL) respects and upholds individuals' rights to privacy and rights to personal information. We are committed to protecting the privacy of personal information we collect, hold, administer and store in the process of providing services.

All About Living staff, volunteers, Board of Directors, members, and contractors are required to respect, comply and work within this policy and the guideline prescribed in the Australian Privacy Principles (APP) prescribed under the "Privacy Act 1988" and Privacy Amendment.

The Australian Privacy Principles are as follows:

- APP 1: Open and transparent management of personal information
- APP 2: Anonymity and pseudonymity
- APP 3: Collection of solicited personal information
- APP 4: Dealing with unsolicited personal information
- APP 5: Notification of the collection of personal information
- APP 6: Use or disclosure of personal information
- APP 7: Direct marketing
- APP 8: Cross-border disclosure of personal information
- APP 9: Adoption, use or disclosure of government related identifiers
- APP 10: Quality of personal information
- APP 11: Security of personal information
- APP 12: Access to personal information

More information regarding the Privacy Act 1988 and the APP's is available on the "Office of the Australian Information Commissioner" website: www.comlaw.gov.au

1. Management of personal information

All About Living will collect, manage and store personal information (other than sensitive information) directly related to one or more of its services and activities. Information will be collected in a transparent manner, compliant with APP 1: it will ensure this optimises the delivery of services that meet the needs of Consumers and their related supporting networks.

Personal information obtained from employees is for the purpose of maintaining appropriate contact data, meeting payroll obligations including taxation, ensuring the skills of staff are maintained and appropriate to their role, managing work health and safety and performance.

2. Anonymity and pseudonymity

Where lawful and practicable All About Living allows Consumers to engage in activities anonymously (eg when completing evaluation forms, opinions surveys or when making donations). Anonymous comments about any aspect of our services, including privacy matters, may also be submitted to the Chief of Operations/Chief Nursing Officer via email feedback@allaboutliving.com.au or by phoning the office.

3. Personal Information Definition

We collect, use and store the following types of Consumer personal information:

- Name and contact details (including address, telephone number and email address)
- Health status and services provided
- Relevant demographic and social information, such as date of birth
- Name and contact number of any carers or relevant family members
- Name and contact number of general practitioner and other relevant health care providers
- Financial institution information
- Government-related contact information which may include but is not limited to Medicare, Centrelink and the Department of Veteran Affairs.

4. Dealing with unsolicited and sensitive information

Sensitive information will only be collected with prior consent, where it is reasonably necessary for, or directly related to the delivery of one or more of our services or activities. If personal information is not collected because it is refused or not available, incomplete data may jeopardise future care and service planning. Conversely, All About Living may not be able to effectively resolve a Consumer's complaint or dispute if personal information is incomplete or missing.

5. Notification of the collection of personal information

All About Living has various exemptions for collecting, using and disclosing personal information under 'permitted general situations' and 'permitted health situations' as defined in the Privacy Act 1988. The information handling requirements imposed by some APPs do not apply in either of the above 'situations'. These exceptions apply in relation to the collection of personal information (including sensitive information (APP3/4), the use or disclosure of personal information (APPS 6 & 8) and the use or disclosure of government related information (APP9).

This means that All About Living is permitted to handle personal information if the collection is required or authorised under other Australian laws (eg Contractual agreements with the Department of Veteran Affairs, or in accordance with established health or medical bodies that operate under their own obligations of professional confidentiality).

6. Use or disclosure of personal information

All About Living will uphold and protect the privacy of individuals in accordance with the APP. We will not provide personal information (including health or sensitive information) to other organisations unless it is a legal requirement (eg contractual Commonwealth agreements under the “Aged Care Act 1977”), or it is reasonably believed the recipient of the information will not discuss the information obtained from All About Living. Where there is a legal requirement, personal information disclosed to other sources will be de-identified.

Instances where all All About Living needs to provide information to other bodies may include:

- Requests to provide another agency (such as the Queensland Department of Communities, Child Safety and Disability Services) with personal information to enable delivery of care;
- Providing information under a Court Order or other legal enforcement authority such as the Adult Guardian. The “Privacy Act 1988” provides strict guidelines for the release of information under these circumstances;
- where All About Living provides de-identified information to funding bodies and government departments to meet contractual requirements (de-identified information cannot be linked directly back to an individual). Examples of information provided for reporting purposes include dates of birth, suburb, gender.
- where we maximise the efficient delivery of our care through engaging aged care specialists who work with us to improve Consumer quality of life All About Living obtain Consumer consent prior to releasing this information;
- to your ‘substitute decision maker’ (under the “Guardianship & Administration Act (Qld) 2000”) or ‘responsible person’ (under the “Privacy Act 1988”), for the necessary provision of appropriate care or treatment for compassionate reasons where a Consumer is incapable of giving or communicating consent and personal information is required to be given
- where All About Living uses sub-contractors or brokers to provide aspects of care and support to Consumers. All such sub-contractors are required to abide by the same confidentiality and privacy requirements which bind All About Living’s Board of management, staff and volunteers; this is clearly stated with non-disclosure clauses in their contracts.
- All About Living may also disclose personal information in seeking assistance and advice from lawyers, auditors, data support specialists and other advisers who are bound by confidentiality obligations to All About Living.

In all other situations, the release of personal information may only occur with written consent from a Consumer or 'substitute decision-maker' who has legal authority.

Unsolicited personal information which All About Living receives will be de-identified or destroyed unless it falls within Commonwealth or State funding arrangements, or retention is required by law.

Exceptions to the above are when:

- Disclosure is necessary in order to prevent or lessen a serious threat to the life, health, safety or welfare of a Consumer, employee, volunteer or Board member is at risk.

7. Direct marketing

All About Living will not use Consumers' personal information for direct marketing of the goods and services of a third party. No information will be transmitted without the prior consent of the Consumer or their substitute decision-maker. All About Living will also disclose the source of the request.

Where All About Living wishes to take photographs or videos of a person or persons for media purposes, they will advise the person of the intended purpose of the photograph or video and obtain their consent through signature of a 'Permission to take Photo/Video Image' form.

As a not-for-profit organisation All About Living engages in direct marketing to support its fundraising activities and keeps Consumers informed of services, activities and topical subjects. As such we use the names and addresses of Consumers and donors to forward newsletters and information relating to fundraising.

Consumers also receive quarterly newsletters containing information on available services and activities. Consumers can elect not to receive newsletters and updates and may contact All About Living at any time if they elect not to receive All About Living literature.

All About Living encourages Consumers to give consent to and provide email addresses to receive and transmit mail in an economic and efficient manner.

8. Cross-border disclosure of personal information

All About Living will not transfer your personal information to third parties outside Australia unless they are subject to similar privacy laws or schemes, or consent has been obtained, or

All About Living will comply with provisions of Australian Privacy Principle 8 – Cross Border Disclosure of Personal Information.

9. Adoption, use or disclosure of government related identifiers

All About Living will identify individuals (including Consumers and staff) by a number of unique identifiers internally assigned by All About Living. They may however, retain a record of other external agency personal identifiers that are required to provide services or coordinate with other care agencies to meet its service, operational or reporting requirements.

10. Accuracy and quality of personal information

All About Living will make every effort to keep personal information up to date, accurate and complete. This will entail regular Consumer and staff reviews or verification of personal information to ensure accuracy.

11. Security of personal information

All About Living will maintain ongoing security, integrity and privacy of your confidential information through periodic review and update of security measures to align and keep abreast of related technologies. All About Living will take all reasonable steps to ensure the protection of information from:

- misuse, interference and loss and,
- from unauthorised access, modification or disclosure.

12. Retention Periods

When information is no longer required or relevant it will be disposed of in a secure manner. This will include archiving to comply with the relevant Acts and legislative requirements. Following expiration of statutory archived documents such records will be destroyed in accordance with prescribed guidelines.

13. Access to individual personal information

Consumers can request access to personal information held by All About Living by contacting All About Living. Requests will be evaluated as per the conditions of the "Privacy Act 1988". There may be instances where access is denied to certain records or particular aspects, in accordance with the APP.

Generally, if requested, an individual will be provided access to any personal information held about them, unless:

- it is unlawful to provide the information;
- it poses a serious and/or imminent threat to the life or health of an individual;
- it has an unreasonable impact on the privacy of other persons;

- the request is frivolous or vexatious; or
- access is otherwise exempt under the Australian Privacy Principles.

14. Correction of personal information

Where a Consumer provides updated personal information, All About Living undertakes to correct this information where relevant. All About Living is committed to taking all reasonable steps to ensure that such information is accurate, up to date, complete, relevant and not misleading.

All About Living further undertakes to communicate any such changes to third party agencies where legally required to unless it is impracticable to do so.

Should All About Living refuse to correct personal information provided by the Consumer, it will provide the Consumer with written notice that sets out:

- the reason for the refusal except to the extent that it would be unreasonable to do so; and
- the mechanisms available to complain about the refusal; and
- any other matter prescribed by any related Acts or legislation

The Consumer may also request All About Living to make available to relevant agencies a statement advising that their information is inaccurate, out of date or incomplete. All About Living will respond to Requests (at no charge) within a reasonable period after receiving such requests.

15. Privacy concerns, complaints and suggestions

All About Living will adhere to the AAPs and ensure that its policies, procedures and guidelines protect the Consumers' right to privacy. Consumers and staff who have concerns, complaints, suggestions or questions as to how we may improve in this area should address these to contact All About Living at: info@allaboutliving.com.au

Written correspondence should be forwarded to:

All About Living
P.O Box 1131
Nathan Street Post Office
Brighton Qld 4017

Workplace Health & Safety

All About Living recognises that each employee, Consumer, consumer, volunteer and non-employer is entitled to be provided with a healthy and safe environment in which to work, live and visit. All About Living - will target Zero Harm at Work, meaning “no harm to anyone, any time while at work”.

All About Living People: Employees, contractors, subcontractors, outworkers, apprentices, trainees, students, volunteers and PCBUs who are individuals if they perform work for the Organisation. This group of people will be referred to as “All About Living people” within the context of this guide.

All About Living strives to create a positive safety culture within our workplaces and amongst All About Living people. To achieve a healthy and safe environment at All About Living, we have a Work Health and Safety Management System for activities that drive continual improvement. The WH&S Management System outlines accountabilities to implement this Guide and requires that we:

- Identify hazards and reduce risks so far as is reasonably practical where there is potential to cause injury or illness to All About Living people.
- Provide safe workplaces and systems of work and encourage All About Living people to address unsafe situations and carry out their work in a manner that does not present a risk to themselves or others.
- Set objectives and targets which promotes the commitment to our Zero Harm philosophy;
- Support the recovery and rehabilitation of employees in the event of work-related injury or illness;
- Comply with relevant WH&S legal requirements and other commitments.
- Require Contractors to manage WH&S in accordance with All About Living WH&S Policy as well as WH&S Quality Manual under section “Contractor Management”
- Regularly review and report WH&S performance to the Management and Committee Team; and
- In implementing WH&S, All About Living will consult with and support All About Living people, non-employees, Consumers, consumers and communicate expectations to all persons working for All About Living.

Please note that due to WH&S legislation we must provide our workers with a smoke free environment. For this reason, Consumers must refrain from smoking inside while our staff are in your home.





Your Safety at Home

In an Emergency dial 000

EMERGENCY

112 from a mobile phone even if it doesn't have credit

YOU CAN REDUCE THE OPPORTUNITIES FOR CRIME BY BEING CAREFUL AND ALERT, SHARING INFORMATION AND BY WORKING WITH THOSE AROUND YOU TO MAKE YOUR COMMUNITY SAFER.

SAFETY AT HOME

- If you feel threatened at all, call the police.
- When you are at home keep doors locked.
- Leave spare keys with a trusted friend or in a key safe, never in hiding places.
- Keep a photographic record of your jewellery and engrave high value items.
- Going away? Ask a neighbour to keep an eye on things, collect your mail and put out your rubbish. Leave a radio on.
- Don't keep large amounts of money in the home.
- If you have deadlocks, keep the keys in the locks on the inside when you are at home, in case you need to leave in an emergency.
- Make sure your house number is clearly visible.
- Arrange to have regular contact with someone you trust

VISITORS

- If you're not sure who it is, don't open the door.
- Be suspicious of people wanting to enter your home. Ask for identification, look at it carefully and contact their office for verification.
- If someone wants to use your phone for an emergency, offer to make the call for them, but don't let them in your home.
- You can put a do not knock sign on your door. Door-to-door sellers must not approach any residence displaying a 'do not knock' notice. You can purchase a sticker from the Post Office.



The Australian Competition and Consumer Commission has produced this sticker to help you avoid unwanted door to door selling. For more information on your consumer rights, visit www.accc.gov.au/door2door

SCAMS

Be very wary of people turning up to your door unannounced. They may appear friendly and may offer to help you or save your money. Be careful of people offering to do handy work around your home. Be even more suspicious of people who tell you you've won a prize. Remember if it sounds too good to be true, it probably is. If someone at your door is trying to bully you, call the police.

NUISANCE CALLS

- Never give out your personal information.
- Never agree to pay money to be able to receive money.
- Don't trust people who call you and advise that they are from your bank or phone company and ask personal questions.
- If you think the call may be genuine, hang up and call the company back on the number that you have looked up yourself (not the phone number the caller provides you.)

**List your number on the
NATIONAL DO NOT CALL REGISTER
1300 792 958 or www.donotcall.gov.au**

OUT AND ABOUT

- Don't carry large sums of money.
- Put your money away before leaving the bank or ATM
- If you carry a handbag, hold it under your arm or in front of you and never leave it unattended. If you use a wallet, put it inside your jacket or a front pocket.
- Have your car keys ready before you get to your car.
- If you believe you are in danger, shout out and make a scene and go into the nearest shop or busy place.
-

SMOKE ALARMS

- Ensure alarm batteries are changed annually (suggested date 1st April).
- If your alarm has consistent beep sound, it usually means the battery is low.

Legal Considerations

Please note, legislation prevents All About Living Staff from witnessing documents for you.

Will

Who needs a will? The short answer – everyone. Regardless of age, regardless of wealth - everyone should create a will. Without a will to indicate your wishes, the court steps in and distributes your property according to the laws of your individual state. If you want to be assured that your wishes will be followed you need to make a will.

Enduring Power of Attorney

An enduring power of attorney is a legal document that gives someone else the power to make decisions for you and act on your behalf, even after you lose capacity to make decisions for yourself. The power of attorney can cover financial issues and personal issues (including your medical care and living arrangements).

It is quite easy to make an enduring power of attorney. In Queensland, there is a form available from the website of the Department of Justice and it is easy to fill out yourself. It does have special witnessing requirements – a lawyer, justice of the peace, commissioner for declarations or a notary public must witness your signature and say that you appeared to understand the effect of the documents.

While it is easy to make an enduring power of attorney, it is a very important legal step, and you should think carefully about your choice of attorney. The person you appoint will be able to deal with your property and make important life decisions for you. You should only appoint someone in whom you have absolute trust and confidence.

Taking on the responsibility of being appointed as an attorney is also an important step. You should make sure you understand the responsibilities you will have, and you should talk to the person appointing you about what sort of decisions they would want made if they lost capacity to make decisions for themselves.

Unfortunately, there are some cases where a power of attorney is abused. The Adult Guardian can investigate abuse of a power of attorney for a person with impaired capacity. No-one likes to think about losing capacity to make decisions because of accident or illness, but having an enduring power of attorney in place means that there is one less legal issue for your family or friends to worry about if that happens.

Advanced Health Directive

An advanced health directive (AHD) – sometimes call a living will – is a formal way to give instructions about your future health care. It comes into effect only if your cognitive health deteriorates and you become unable to make your own decisions. i.e. lose capacity to make decisions.

What an AHD includes. An Advanced health directive:

- Outlines what medical treatment or health care you want if you can no longer make decisions for yourself. It can be general, e.g. that you wish to receive all available treatment, or specific, e.g. that you wish to decline a certain medical treatment
- Enables you to appoint an attorney for health and personal matters
- Includes information that health professionals should know, including health conditions, allergies, and religious, spiritual or cultural beliefs that could affect your care

Specific instructions

In your AHD, you can give specific instructions about certain medical treatments, such as whether you want to receive life-sustaining measures – such as tube feeding or resuscitation – to prolong your life. You can also outline the quality of life that would be acceptable to you. For example, you might ask that life-sustaining measures be withheld or withdrawn if you have:

- A terminal illness with no known cure or chance of recovery
- Severe and irreversible brain damage, and you can't communicate
- A severe illness or injury that you'll probably never recover from

Who can make an AHD?

You can make an advanced health directive if you're over 18 and have the capacity to do so.

When to make an AHD

The best time to make an advanced health directive is now, before an urgent health condition arises.

How to make an AHD?

You can print the AHD from www.jusice.qld.gov.au or buy one from a news agency or other private businesses across the state.

A doctor will need to complete part of the AHD form, so you can ask them to explain your options and any unfamiliar terms. The doctor may charge a consultation fee for completing an AHD.



Useful Contacts

My Aged Care	1800 200 422
www.myagedcare.gov.au	
Aged and Disability Advocacy (ADA)	1800 818 338
Aged Care Complaints Commissioner	1800 550 552
Community Access Point	1800 600 300
Cancer Council Helpline	13 11 20
Beyond Blue	1300 224 636
Palliative Care Helpline	1800 772 273
Carers Australia Advisory Line	1800 242 636
Dementia Helpline	1800 100 500
Elder Abuse Helpline	1300 651 192
National Relay Service	Voice – 1800 555 660
A phone solution for people who are deaf or have a hearing or speech impairment	TTY – 1800 555 630 SMS – 0416 001 350
Department of Veteran Affairs	133 254
Including Veterans Home Care (VHC)	VHC – 1300 550 450
Alzheimer's Association Queensland	3895 8200
Centrelink	132 300
Carers Qld	1800 242 636
Multi Lingual Translation Services	1300 308 983
Translating and Interpreting Service	Call 131 450 and ask for 1800 550 552
Commonwealth Respite Centre	1800 052 222
Meals on Wheels – Qld	1300 909 790
Department of Human Services	1800 227 475
Regarding information about the Fees and Income Assessment	
Medicare	132 011
Poisons Information Centre	13 11 26
Stroke Association	1300 753 87



ADA Australia

Your aged and disability advocates

**Free Individual
Advocacy**

**Free Guardianship
Advocacy**



**Free Information
and Education
for Clients and
Staff**

**Client,
Community &
Industry
Consultation**



**Systemic
Advocacy**



**Fee for Service
Staff Training**



Phone: 07 3637 6000 Free Call: 1800 818 338
Email: info@adaaaustralia.com.au Web: www.adaaaustralia.com.au

The Aged Care Complaints Commissioner

Provides a free service for anyone to raise their concerns about the quality of care or services being delivered to people receiving aged care services subsidised by the Australian Government



The service we offer you

What do we do?

We can assist with your concerns about the quality of care or services you or someone else is receiving from Australian Government funded aged care providers. These services can be aged care services for help at home or in an aged care home, including:

- residential care or residential respite care
- Home Care Packages
- Commonwealth Home Support Programme
- flexible care, including transition care, and the National Aboriginal and Torres Strait Islander Flexible Aged Care Programme.

We can support you to resolve your concerns directly with the service provider. We can also examine complaints relating to a service provider's responsibilities. This includes, for example, care, choice of activities, discrimination, catering, communication or the physical environment.

We use different approaches to resolve concerns depending on the circumstances of each case. This allows us to select the most relevant, practical and efficient approach based on your concerns.

We cannot:

- examine concerns about an aged care service that isn't funded by the Australian Government
- examine concerns that are not related to a service provider's responsibilities under the *Aged Care Act 1997* or their funding agreement with the Australian Government
- say who should make financial, legal or health decisions on behalf of someone receiving aged care
- comment on the service provider's employment arrangements such as wages or employment conditions
- provide legal advice
- ask service providers to terminate someone's employment
- investigate the cause of death; this is the role of the coroner
- always determine whether or not a specific event occurred, especially if we receive conflicting accounts of the event
- provide clinical advice about what treatment a person should receive.

We can refer complaints that fall outside of our scope to other organisations. If we cannot help you, we will try to identify who can.





Australian Government
Department of Health

Charter of Aged Care Rights

I have the right to:

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.

Consumer

Provider

Consumer (or authorised person)'s
signature (if choosing to sign)

Signature and full name of provider's
staff member

Full name of consumer

Name of provider

/ /

Full name of authorised person (if
applicable)

Date on which the consumer was given
a copy of the Charter

/ /

Date on which the consumer (or
authorised person) was given the
opportunity to sign the Charter

Charter of Aged Care Rights

Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

Providers

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. Providers must give consumers a copy of the Charter that sets out:

- signature of provider's staff member
- the date on which the provider gave the consumer a copy of the Charter; and
- the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter
- the consumer (or authorised person)'s signature (if they choose to sign); and
- the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.



3269 1915

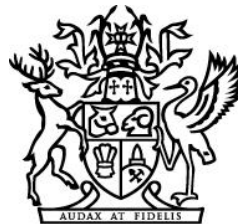
info@allaboutliving.com.au

www.allaboutliving.com



Australian Government

Department of Health



Queensland
Government



Australian Government



Veterans'
Home Care