



# Welcome to All About Living *Consumer Handbook*

Your essential guide to

**Aged Care Support Services**

[allaboutliving.com.au](http://allaboutliving.com.au)

 **1300 503 886**

# Table of Contents

Welcome .....	3
About Us .....	4
Our Services .....	6
Care Planning.....	10
Charter of Aged Care Rights.....	12
Your Responsibilities .....	14
<i>Cancellations and Rescheduling</i> .....	15
Privacy and Consent .....	16
Diversity and Inclusion .....	18
Advocacy .....	21
Health and Safety .....	22
<i>Infection Prevention and Control</i> .....	22
<i>Preparing for Natural Disasters</i> .....	23
Incident Reporting, Investigations and Notifications .....	24
Feedback .....	26
<i>Feedback Form</i> .....	29
Helpful Contacts .....	32

# Welcome

Thank you for choosing All About Living



**Welcome to All About Living. For over 30 years, we have proudly been providing compassionate and reliable care to older Australians, people with disabilities, and their carers. Our long-standing history as a care provider reflects our commitment to delivering exceptional care tailored to the needs of every individual we serve.**

At All About Living, we prioritise building genuine, respectful, and lasting relationships. From day one, we take the time to understand your unique needs, ensuring you feel valued, supported, and respected throughout your journey with us.

Our dedicated team works closely with you to offer care that aligns with your lifestyle, helping you to live in the place and manner that brings you the most happiness and independence.

This handbook is your guide to our services, covering everything from your rights and responsibilities to care planning, privacy, and how to provide feedback. You'll also find helpful contact numbers and resources for additional support along the way.

We're proud of our history and look forward to being a part of your future care.

*“All About Living is dedicated to making personal connections with you, providing choices and care that truly support your wellbeing and quality of life.”*

**Leonie Fowke,**  
Executive Director

*Welcome to All About Living!*

# About Us

All About Living is a not-for-profit organisation with over 30 years of experience serving South East Queensland. We proudly offer personalised, reliable care to older adults, individuals with disabilities, and their carers. Our approach focuses on empowering people by enhancing their strengths and promoting independence through respectful, choice-driven, person-centred care.

## Our Vision

To be South East Queensland's top choice for personalised care services, enriching lives and promoting wellbeing for those we serve.

## Our Purpose

We are dedicated to enhancing independence, dignity, and comfort for our customers and their carers, ensuring they feel supported every step of the way.

## Our Standards

Our wide range of services are designed to provide seamless, comprehensive care for both customers and carers. With a strong commitment to upholding Aged Care Quality Standards, we guarantee the highest level of care. Regular audits by the Australian Aged Care Quality and Safety Commission keep us at the forefront of quality care, so you can trust that you're in the best hands.





## The All About Living Difference

Our core beliefs are the foundation of everything we do, guiding our decisions and ensuring we remain a trusted partner in delivering exceptional care. What sets us apart is our locally focused teams, offering consistent, personalised care with familiar, trusted faces you can depend on. You'll have a dedicated case manager who understands your unique needs, backed by an experienced and highly trained team. We provide a full range of services tailored to enhance your wellbeing and independence, to ensure high-quality care remains accessible and affordable.



### Choice

The right to choose how you wish to live.



### Support

Personalised services that make a positive difference.



### Connection

We genuinely care about you and seek to understand your needs.

## Our Values

We are Understanding, Genuine, Nurturing, and we Grow Together.

### Understanding

We understand the needs of our customers and respect their dignity. Our contributions make a difference by using our expertise to support them through change.

### Genuine

We build trusted connections, positively impacting our customers, their carers, and their families. We follow through on our promises, maintaining ethical practices and treating everyone with honesty and respect.

### Nurturing

We care because every customer's life matters. We support our customers to live their best lives with compassion and attentiveness, ensuring their dignity through our inclusive practices.

### Grow Together

We continually work to improve ourselves, our services, and how we support our customers. We enhance their quality of life through reliable services and continuous learning, fostering fulfillment and belonging through teamwork and partnerships.

# Our Services

## Understanding My Aged Care Funding

At All About Living, we're committed to helping you remain in your home longer and stay connected with your community. The first step to getting the support you need is through an assessment with My Aged Care. Once completed, you'll gain a clear understanding of the support options available to you. As your care needs may change over time, it's helpful to familiarise yourself with the different levels of care.

## How My Aged Care Works

My Aged Care is a government organisation that helps older Australians access financial support for aged care services. Your assessment will determine your eligibility for funding, ranging from basic assistance to comprehensive care packages. Here's a summary of the options:

### Commonwealth Home Support Programme (CHSP)

CHSP offers short-term and ongoing support for those who need help to maintain their independence. Services include domestic assistance, social support, personal care, transport, and respite care. This programme is ideal for people just starting to receive care services or needing a bit of extra help.

### Home Care Packages (HCP)

HCP provides more structured and higher levels of care, ranging from basic needs (Level 1) to more complex care (Level 4). These packages offer similar support to CHSP, with additional services such as in-home nursing and allied health. HCP also gives you more choice and control over the services you receive.

### Veterans' Home Care (VHC)

Available through the Department of Veterans' Affairs, VHC support veterans and their spouses to live independently at home. It offers similar services to CHSP and HCP through a different government funding stream.

### DVA Community Nursing (CN)

For eligible customers, DVA Community Nursing provides health and personal care in the comfort of your home. Services include wound care, medication assistance, post-hospital support, and help with personal care tasks.

### How do I get assessed for funding?

**My Aged Care** is the starting point for accessing Australian Government-funded aged care services and information.

The first step is to check your eligibility and apply for an assessment. You can do this online at [www.myagedcare.com.au](http://www.myagedcare.com.au) or by calling the My Aged Care contact centre on **1800 200 422** to discuss your needs.

## How Our Support Services Can Assist You

We work closely with you to create a personalised service plan that helps you achieve your goals and maintain independence. By understanding your unique needs and preferences, we ensure our support aligns with your wishes. Our dedicated team provides high-quality care, empowering you to take control and enjoy greater freedom and satisfaction.

### Our Approach

**We work with you to develop personalised Care Plans that fit your needs, goals, and preferences.**

**We help you live independently by creating solutions that build on your strengths and abilities.**

**We support and enable you to stay actively involved in your community.**

## Comprehensive Care Services

Our services\* simplify your life and enhance your wellbeing. Tailored to your needs, our team ensures you receive quality care, providing peace of mind and support to maintain your independence.

### Our Offerings



#### **Allied Health**

Assistance to access wellbeing support.



#### **Domestic Assistance**

General house cleaning including changing bed linen.



#### **Light Gardening & Home Maintenance**



#### **Meal Preparation**

Support for healthy meal options.



#### **Medication Prompting and Assistance**



#### **Nursing**

Including wound care and continence advisory.



#### **Personal Care**

Assistance with hygiene and personal wellbeing.



#### **Respite Care**

Short-term relief for carers.



#### **Social Support**

Including individual, group & community activities.



#### **Transportation**

Taxi vouchers, assistance to and from appointments and social activities.

\*Services may vary based on your location, funding, and eligibility.

# Service Pricing

Services are funded through a combination of government subsidies and customer co-contributions, keeping fees affordable and sustainable. Fees are set according to government guidelines and agreed upon with you or your representative. Your care may be fully or partially subsidised, or privately paid through the Fee For Service (FFS) option. If you have any questions, your Case Manager can assist you with more information.

## Payment Options

Invoices are sent monthly following service delivery, either by email or post, depending on your preference. Our payment options are listed below.

**BPAY:** Pay your fees directly from your bank account or credit card using BPay. Details are included on your invoice.

**Direct Deposit:** Pay your fees at your bank or online via Direct Deposit.

**Bank:** Commonwealth Bank of Australia

**Account Name:** All About Living

**BSB:** 064 124

**Account Number:** 1011 4570

*Please use your invoice number, surname followed by your first name as the reference e.g. 00012345 Smith John*

**Direct Debit:** Please contact our Finance Team on 1300 503 886 to set up a Direct Debit Request.

**Over the phone:** We accept Visa and MasterCard credit and debit cards over the phone at 1300 503 886.

**In Person:** Payments can be made via Visa, MasterCard or EFTPOS in person at the head office in Aspley.

All About Living

Level 1, 609 Robinson Road West  
Aspley QLD 4034

Our office hours are 8:00 am to 5:00 pm, Monday to Friday, excluding public holidays.

## Where to Find Service Fees

At All About Living, we prioritise transparency in our fee schedules. Whether your care is subsidised, funded by another source, or privately paid, our fees follow government guidelines and are agreed upon with you or your representative before services begin.

You can find our full fee schedule online at [www.allaboutliving.com.au/fee-schedules](http://www.allaboutliving.com.au/fee-schedules).

To ensure fair pricing and sustainable operations, we regularly review our fees. Any changes will be communicated in writing to your designated contact, with at least 30 days' notice. We are always available to discuss your options and will work with you to find a fee structure that best suits your needs. If you have any questions, please contact your Case Manager at 1300 503 886.



## Frequently Asked Questions

### **How much will I pay?**

Your fees depend on the type of service, the funding body, your needs, and the duration of the services provided. Liaise with your Case Manager or refer to our fee schedule for detailed information.

### **Will my fees change in the future?**

Our fees may change from time to time, usually in line with Government indexation or reviews. You will always be advised of any changes before they take effect.

### **What if I am unable to pay?**

If you are unable to pay some or all the fees, contact your Case Manager who can assist you in finding a solution for your situation.

### **Do I need to contribute to my costs?**

Yes, in most cases, customers are required to contribute to their care costs, but this depends on the type of funding you receive. Contributions are determined by government guidelines and will be agreed upon with you or your representative.

### **Are there any Government subsidies?**

Yes, our services can be funded through a range of Government subsidies, with the level of support depending on your eligibility.

### **What if my financial situation changes?**

If your financial situation changes, inform your Case Manager as soon as possible. They will work with you to discuss any necessary adjustments to your fees and services.

### **How are the fees determined?**

Fees follow government guidelines to ensure fairness. The exact amount will be discussed and agreed upon with you or your representative.

### **Can I receive services if I pay privately?**

Yes, you can pay for services privately if you do not qualify for government subsidies or choose not to use them.

### **Who can I contact for more information?**

For any questions, contact your Case Manager at 1300 503 886 for assistance.



# Care Planning

## Care Plan

Your Care Plan outlines your assessed needs, preferences, and goals, detailing how All About Living will support you. It ensures that all aspects of your care are addressed, offering a holistic approach to your individual requirements and wellbeing.

### Key points of your Care Plan

#### Assessment and Planning

We work closely with you to assess your needs, goals, and preferences, adapting as they change to provide high-quality, effective care.

#### Care and Service Delivery

We deliver culturally safe and trauma-aware care, developed with your input to meet your specific needs and improve your quality of life.

This includes:

- Focusing on maintaining function and enhancing quality of life.
- Ensuring you feel safe while using equipment correctly.
- Recognising and responding to changes in your needs.
- Facilitating timely referrals for additional support.

## Advance Care Plan (ACP)

Advance care planning involves making decisions now to guide your future healthcare. This includes sharing your wishes, values, and treatment preferences with family, friends and healthcare providers.

Having an Advance Care Plan allows you to:

- Ensure future treatment and care align with your wishes.
- Relieve your loved ones from having to make difficult decisions without knowing your preferences.
- Guide those making healthcare decisions for you if you're unable to speak for yourself.

Even if you're fit and healthy, it's never too early to plan for future healthcare.

### What if someone close to me cannot make decisions for themselves?

If someone close to you hasn't completed an Advance Care Plan or appointed an Enduring Power of Attorney (EPOA), and they are unable to make decisions, someone else will need to act on their behalf. As a carer, guardian, or attorney, you can help by documenting their preferences in a Statement of Choices (Form B) available at [www.mycaremycoices.com.au](http://www.mycaremycoices.com.au).

### Need help with an Advance Care Plan?

The Office of Advance Care Planning, funded by the Queensland Department of Health, offers resources and support for patients, carers, family members, and health professionals. For more information, visit [www.advancecareplanning.org.au](http://www.advancecareplanning.org.au).

## Enduring Power of Attorney

Planning ahead is essential to ensure your wishes are respected, especially if you're ever unable to make decisions for yourself. One useful tool to consider is an Enduring Power of Attorney (EPOA). Here's a simple overview of what an EPOA is and why it might be important for you.

### What is an Enduring Power of Attorney?

An EPOA is a legal document that lets you choose someone you trust to make decisions for you, like handling your finances, legal matters, and personal care, if you become unable to do so. This person, known as an attorney, can be a family member or friend. The EPOA stays in place even if you lose the ability to make decisions due to illness or injury.

### Why have an EPOA?

An EPOA gives you peace of mind by ensuring someone you trust will manage your affairs if you can't.

Your appointed attorney can help with:

- **Financial matters** Managing your accounts, paying bills, and making financial decisions.
- **Legal decisions** Signing important documents or contracts on your behalf.
- **Health and personal care** Making decisions about your health and personal care.

### When might I need an EPOA?

Life is unpredictable, so it's important to plan ahead. Here are some reasons you might need an EPOA:

- **Cognitive decline or dementia** If you develop dementia or face cognitive issues, an EPOA ensures someone can manage your affairs.
- **Accidents or injuries** If an accident leaves you unable to make decisions temporarily or permanently, an EPOA steps in.
- **Peace of mind** Even if you're in good health, having an EPOA offers reassurance that your wishes will be respected if something unexpected happens.

An EPOA is a valuable tool that can give you peace of mind, knowing that your affairs will be managed by someone you trust if you're ever unable to make decisions yourself.

# Charter of Aged Care Rights

We are committed to your safety, wellbeing, and rights, as outlined in The Charter of Aged Care Rights for all recipients of Government-subsidised aged care services. Our focus is to recognise and support your rights and responsibilities while complying with relevant legislation and funding requirements. We respect your human, legal, and consumer rights, ensuring privacy, dignity, respect, and the opportunity to voice any concerns.

## You have the right to:

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

In line with our commitment to person-centred care and ensuring you have access to safe and quality services, you also have the right to:

- Choose who delivers your support and how they do this.
- Choose to work with different providers for different services.
- Change providers if you feel they aren't acting in your best interests.
- Ask a provider if there is a conflict of interest in providing your service.
- Not feel pressured to buy services or supports you don't want or need.
- Pay for services at a fair and reasonable rate.

Your rights are designed to give you control over your care and ensure that you receive the highest standard of service.







# Your Responsibilities

As a consumer, you have a responsibility to treat others with respect, ensure that our team can work in a safe environment, and assist All About Living by providing relevant information. By fulfilling these responsibilities, you help us maintain a positive and supportive community for everyone.

## **Treating Others With Respect**

Be respectful to everyone, including our team, carers, and visitors. Violence or harassment is never acceptable.

## **Maintain A Safe Environment**

Ensure your home is safe for our team, including securing pets and avoiding smoking during visits.

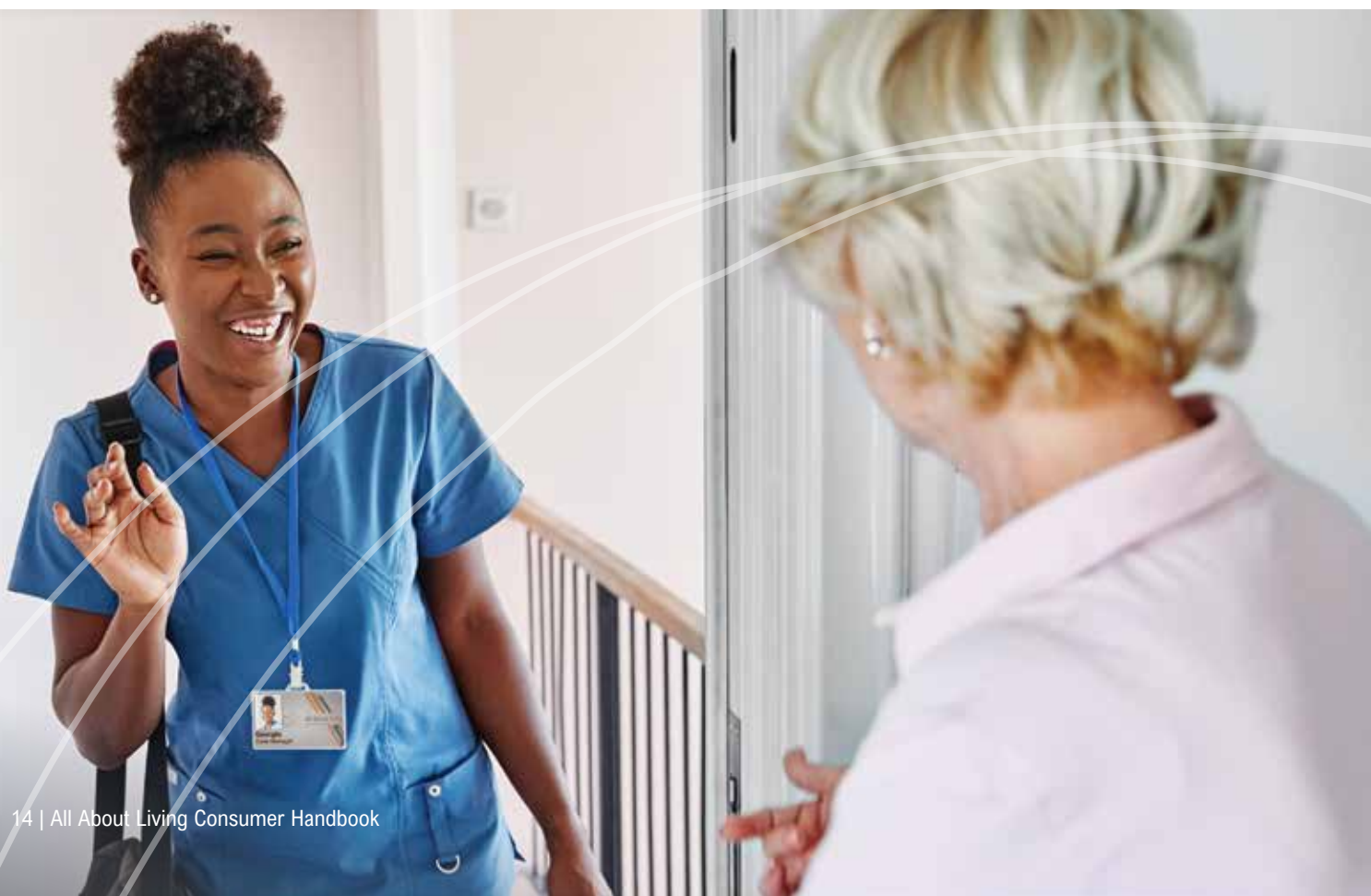
### **Your Responsibilities**

## **Pay Fees On Time**

Pay agreed fees promptly.  
If you face difficulties, contact your Case Manager for assistance.

## **Keep Us Informed**

Share important updates about your health or situation so we can provide the best possible care tailored to your needs.



## Cancellations and Rescheduling

We understand that plans can change, and you may need to adjust your service. Whether rescheduling, cancelling, or informing us about time away, keeping us updated ensures your services run smoothly. Below is key information on missed services, time away, and our cancellation and rescheduling policies.

### Service Cancellation Fees

To avoid a cancellation fee, please provide at least 24 hours' notice when cancelling a planned service. If notice is received with less than 24 hours' notice, the full cost of the planned service may apply.

Timely cancellations allow us to reschedule our team and avoid unnecessary travel.

If you're planning a holiday, please inform the office of your dates so that we can pause your planned services during this time.

### Rescheduling Services

If you need to reschedule a planned service, please provide at least 24 hours' notice. If less than 24 hours' notice is given, the full cost of the planned service may apply.

**To cancel or reschedule a planned service, call us at 1300 503 886 between 8:00 am and 5:00 pm, Monday to Friday, or leave a message on our message bank.**

### What happens to my services if I go away for a period of time?

If you're away for an extended period, please inform our office in advance, or have a family member contact us if you're away on holidays or hospitalised. We'll take your circumstances into account and resume services when you return, as availability allows.

### What happens if you're not home for your service?

If you're not home when we arrive, our team will take the following steps:

- Attempt to contact you by phone.
- Check if your door is locked.
- Contact the office to report the situation.
- Leave a 'Not at Home' slip.

The office will then attempt to reach your nominated contact person. If they cannot be reached, we will continue trying throughout the day. If no contact is made the police may be notified.

At All About Living your privacy is a top priority. We are deeply committed to protecting your personal information and ensuring transparency in how we handle your data and information. Our privacy policy outlines the measures we take to safeguard your information, how we use it, and your rights regarding your data.

# Privacy and Consent

The summary below provides an overview of our privacy practices. For detailed information, please visit [www.allaboutliving.com.au/privacy-policy](http://www.allaboutliving.com.au/privacy-policy). This policy explains how All About Living handles personal information. It covers how we collect, use, store, disclose, and manage your data, and how you can access or correct your information, make a privacy complaint, or contact us with concerns.

## Personal Information Collection

We collect various types of personal and sensitive information, depending on your relationship with us and the services provided.

This includes:

- **Contact Details:** Name, occupation, address, postcode, telephone numbers, email addresses, and family information.
- **Demographic Information:** Age, date of birth, and gender.
- **Health Information:** Medical and family history, medications, vaccination status, diagnostic imaging and reports, pathology results, diagnoses (including mental health or disability), observations, and reported symptoms.
- **Financial Details:** Billing information to comply with legal obligations.
- **Clinician Contact Details:** Names, specialties, and contact information for your healthcare providers.

## Information Sources

We collect personal information from various sources:

- **From You or With Your Consent:** Directly from you through agreements, forms, surveys, and communications.
- **From Other People:** When impractical to collect directly, with your permission we may obtain information from your healthcare provider, family, carer, or government departments.
- **From Our Website:** Our web server may download a cookie to your computer, capturing browser information.

## Use and Disclosure of Personal Information

We use personal information to provide services, including sharing with healthcare providers, government authorities, and with your consent, third parties.

We may use or disclose your personal information to:

- All About living team members or other service providers involved in your care.
- Assess your eligibility for our home care services.
- Medicare, the Department of Health, or your private health insurer for billing purposes.
- Government authorities for aged care or health services.
- Funding bodies and government agencies.
- Family, carer, or authorised representatives.
- Third parties as requested or authorised by you.

### **Data Security**

We securely store personal information on electronic databases and in secure facilities. We take reasonable steps to protect it from misuse, loss, or unauthorised access. If there is a serious breach, we will notify you as soon as possible.

### **Access and Corrections**

You can request access to your personal information by contacting our Privacy Officer at [privacy@allaboutliving.com.au](mailto:privacy@allaboutliving.com.au) or by calling our office at 1300 503 886. Proof of identity will be required to ensure the privacy and accuracy of your information. If any of your details are inaccurate, incomplete, or out of date, you may request a correction.

### **Direct Marketing**

We may use personal information for direct marketing, with your consent. You can opt out of receiving marketing communications at any time by contacting us.

### **Complaints**

To lodge a complaint about how we handle your personal information, please refer to our Feedback Process on page 26 in this handbook.

### **Your Rights**

You also have the right to remain anonymous or use a pseudonym in your interactions with us, where practical. However, this may impact the quality of the services we can provide. For more details on your rights and our privacy practices, please read our full privacy policy on our website at [www.allaboutliving.com.au/privacy-policy](http://www.allaboutliving.com.au/privacy-policy).

For further information, or if you have any questions or concerns about our privacy policy, please contact us directly on 1300 503 886. We are here to help and ensure your information is protected.

Your trust is important to us, and we are dedicated to safeguarding your personal information with the highest level of care and transparency.

# Diversity and Inclusion

We are committed to inclusivity and cultural awareness, ensuring our policies and practices meet individual needs. Our ongoing initiatives promote workplace diversity across gender, age, disability, LGBTIQ+, Aboriginal and Torres Strait Islander, and cultural backgrounds.

By understanding what's important to you, we can better support you in a personalised way to continue to have the life experiences you want to have. We want you to feel comfortable with our team and to always be yourself. We encourage you to be open and talk to us about what's meaningful to you, your preferences and anything that will make your experience with us better. Everyone is welcome at All About Living.

## Cultural, Spiritual and Heritage Diversity

We aim to work with you to ensure we are always delivering culturally appropriate support and care. The more we understand about your background, experiences, spirituality, preferences and customs, the more we can tailor our services to deliver what you need and prefer from us.

There are certain things we will ask you about, including your language spoken at home and your background. We will also ask you about any spiritual days, events or customs that are important to you. These questions are asked so we can ensure we provide the best possible support to you in a way you most feel comfortable.

If you would like to see key documents translated into your own language or to use an interpreter, please let us know.

## Lesbian, Gay, Bisexual, Transgender, Intersex, Queer Plus Others Diversity (LGBTIQ+)

We understand that everyone has unique needs and experiences. While sharing your sexual orientation or gender identity is entirely your choice, it helps us provide more tailored support. We recognise that many LGBTIQ+ individuals may have different family structures, often referred to as families of choice, and we aim to understand your preferences and assist accordingly. We are also committed to keeping you connected with local communities and LGBTIQ+ events, if you wish.

Inclusivity is important to us, and we ensure our team understands the diverse experiences of LGBTIQ+ communities. You should feel comfortable being yourself, without pressure to share more than you're comfortable with. If anything makes you uncomfortable, please let us know.

If you choose to share aspects of your identity, we will ask if you'd like it recorded, and any information will be treated with the utmost respect and sensitivity.









# Advocacy

If you have concerns about the quality of your care or services, or need assistance making informed decisions, an advocate or advocacy service can help. We support your choice to seek advocacy and can assist you in contacting a service upon request.

## When to Seek Advocacy

- Difficulty accessing aged care services.
- Concerns about current aged care services.
- Feeling that aged care services are not meeting your needs.
- Wanting to provide feedback.

## How Advocacy Helps

Advocates ensure your rights are upheld and your wishes are met, whether you are living independently at home or in residential care. They provide a vital service by offering information, support, and representation to address your concerns and improve your care experience.

## Advocacy Services

### Older Persons Advocacy Network (OPAN)

OPAN is a national network providing free, confidential, and independent information and support to older people seeking or receiving government-funded aged care. They also support families and other representatives. OPAN advocates are dedicated to helping you navigate the aged care system, resolve issues, and ensure your rights and preferences are respected.

#### Contact Information

- **Phone:** 1800 700 600
- **Website:** [www.opan.org.au](http://www.opan.org.au)

### Aged and Disability Advocacy Australia (ADA)

ADA Australia provides free, confidential support to help individuals understand and exercise their rights when receiving care. Their client-centred services empower people to make informed decisions, offering advocacy to ensure needs are met and high-quality care is provided.

#### Contact Information

- **Phone:** 1800 818 338
- **Website:** [www.adaaustralia.com.au](http://www.adaaustralia.com.au)

### Aged Care Quality and Safety Commission

The Aged Care Quality and Safety Commission ensures the safety, health, and wellbeing of those receiving aged care services in Australia. They regulate and monitor aged care providers to maintain high care standards, protecting the rights and dignity of older Australians.

#### Contact Information

- **Phone:** 1800 951 822
- **Website:** [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

### Additional Support

Advocacy services help you understand your rights and provide support in resolving issues with care providers, ensuring your care is personalised and your voice is heard in all aspects of care planning.

# Health and Safety

## Infection Prevention and Control

All About Living prioritises the health and safety of our customers by implementing comprehensive Infection Prevention and Control (IPC) measures. These measures, along with Antimicrobial Stewardship (AMS) programs, protect you and our team by reducing the risk of infection transmission and antimicrobial resistance.

Infections can spread in any environment, including common viruses like the cold, flu, COVID-19, and gastrointestinal viruses like Norovirus and Rotavirus. Infection prevention and control are essential to keeping everyone safe. Our practices help stop the spread of infections and create a secure environment for all.

### Key Infection Prevention and Control Practices

#### Hand Hygiene

We emphasise regular and thorough hand washing to prevent the transmission of germs.

#### Personal Protective Equipment (PPE)

Our team use gloves, masks, gowns, and other protective gear to minimise exposure to infectious agents.

#### Environmental Cleaning

Routine cleaning and disinfection of surfaces and equipment are conducted to reduce infection risks.

#### Antimicrobial Stewardship (AMS)

We promote the appropriate use of antimicrobials to combat resistance and ensure effective treatment.

#### Education and Training

Continuous education for our team is a priority.

### Our Commitment to High-Quality Support Services

We strive to maintain a safe and healthy environment for our customers and team.

### Reporting Health Concerns

To keep everyone safe, please let us know if you or anyone in your household has any respiratory infections or rashes.

Be sure to report this before a home visit by our team so we can take the right infection control precautions. You can reach us at 1300 503 886.

By adhering to these strategies, we aim to provide a safe and supportive environment for our customers and team. Your cooperation is crucial in helping us maintain these standards and ensuring the wellbeing of everyone involved.

## Preparing for Natural Disasters

Natural disasters in Australia, including heatwaves, bushfires, floods, storms, cyclones, and earthquakes, pose significant risks. Heatwaves are especially dangerous as they can aggravate existing medical conditions. We prioritise your health and safety by helping you prepare for these emergencies.

### Understanding Your Risk

#### Carer Discussions

Discuss emergency procedures with your carers and families to ensure everyone is prepared.

#### Stay Updated

Learn how to receive disaster alerts through local TV, radio, mobile phone, computer, neighbours, and local council.

#### Neighbourhood Support

Coordinate with neighbours for assistance during evacuations.

#### Important Contacts

Keep contacts like neighbours, friends, family, carers, doctors, and the council easily accessible.

#### Evacuation Plan

Ensure your plan includes evacuation steps and arrangements for your pets' safety if needed.

### Preparing Your Home

#### Home Readiness

We can assist you in preparing your home by helping with tasks like mowing, clearing the yard, and trimming branches.

### Emergency Kits

Pack an emergency kit with three days' essentials: food, water, medications, torch, radio, batteries, whistle, emergency contacts, and supplies for service animals.

### Emergency Support

#### Communication

Talk with family members, carers and neighbours about your emergency plan. Ensure everyone knows how to contact each other and understand any specific needs during a disaster. Coordination can provide vital support and reassurance.

#### Check Your Insurance

Ensure your home and contents insurance is current and provides adequate cover for severe weather and disasters.

### How We Can Assist

Our team can help you stay informed and prepared. We support creating emergency plans, packing emergency kits, and understanding disaster risks to ensure your safety and wellbeing.

For more information on preparing for natural disasters, call your local council or visit [www.getready.qld.gov.au](http://www.getready.qld.gov.au).



# Incident Reporting, Investigations and Notification

Throughout your care, we prioritise the safety of both you and our team. We have stringent procedures in place to manage and mitigate risks. Every incident involving customers is promptly reported and thoroughly investigated. We implement corrective actions to prevent similar incidents from occurring in the future and to eliminate potential hazards. Our commitment to your safety includes a robust system for identifying and managing potential risks and incidents.

Here's how we ensure a safe environment for all.

## **Proactive Hazard Management**

All our team are extensively trained to recognise, report, and address hazards promptly, preventing them from escalating into risk situations.

## **Immediate Response**

We take all necessary steps to address the situation, ensuring that your immediate needs are met swiftly and effectively.

## **Timely Reporting**

Any incident is reported promptly to you and/or your family, keeping everyone informed and involved.

## **Clear Communication**

We provide detailed information, including contact names and details of team members available to respond to any enquiries or concerns.

## **Ongoing Communication**

If an incident requires further investigation or needs to be reported to a third party, we will notify you and/or your family. Throughout the investigation process, we maintain open communication, updating you on the progress and outcomes.

## **Open Disclosure**

### **Our Commitment to Resolving Issues**

We practice open disclosure, ensuring transparency with customers, their families, carers, and our team when challenges arise. We encourage the reporting of incidents and work together to find solutions and prevent future issues. Our feedback process is designed to welcome and address concerns swiftly, with a focus on resolution and keeping everyone informed throughout.



# Feedback

We value your feedback as it plays a key role in ensuring the safety and quality of care we provide. Your input helps us improve our services and customer experience. Our feedback process is accessible, confidential, and compliant, with a focus on fairness and timely resolution.

## Our Commitment to You

### Accessible Process

We understand that there may be barriers to providing feedback. We accommodate language, cognitive, and cultural differences to ensure everyone can share their thoughts easily.

### Confidentiality

Your feedback will be handled confidentially and with respect.

### Compliance

We manage feedback in accordance with all relevant legislation, acts, and guidelines.

### Quality Framework

Our Quality Framework and Clinical Governance Framework set clear expectations for care and service delivery. When issues arise, our feedback management process aims for quick and satisfactory resolution.

## Translation Services

If you require translation services, please phone the Translating and Interpreting Service (TIS) on 131 450.

## Principles of Our Feedback Process

### Good Faith

We receive all feedback in good faith and manage them transparently, timely, and fairly.

### Procedural Fairness

All feedback is handled in accordance with principles of procedural fairness and natural justice.

### Acknowledgment

We acknowledge all feedback within two business days and investigate thoroughly, consulting with the respondent (unless anonymous).

### Resolution

Upon completion of the investigation, all parties are informed of the outcome within ten business days.

### Review and Escalation

If you are not satisfied with the outcome, we provide avenues for internal review and information about external complaint management organisations.

### External Reporting

Feedback is evaluated to determine if reporting to an external body, such as the Serious Incident Response Scheme (SIRS), is required.

## How to Provide Feedback

We welcome your feedback to help improve our services. You can share your thoughts using any of the following options.

- **Phone:** Call our office during business hours.
- **In Person:** Contact us to schedule an appointment.
- **Email or Post:** Write to your Case Manager.
- **Feedback Form:** Download a form from our website at [www.allaboutliving.com.au/feedback-form/](http://www.allaboutliving.com.au/feedback-form/) or use the form in this booklet and email, post, or hand-deliver the form to our Head Office.

## All About Living Contact Details

### Head Office:

Level 1, 609 Robinson Road West  
Aspley QLD 4034

### Postal Address:

PO Box 1131  
Nathan Street Post Office  
Brighton QLD 4017

**Phone:** 1300 503 886

**Email:** [feedback@allaboutliving.com.au](mailto:feedback@allaboutliving.com.au)

**Website:** [www.allaboutliving.com.au](http://www.allaboutliving.com.au)

Alternatively, you can provide feedback directly to the Aged Care Quality and Safety Commission. For more information visit [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au).

## External Complaint Agencies

If you do not feel comfortable raising feedback directly with us, or continue to be dissatisfied after raising your feedback, external assistance is available.

### Age Discrimination Act (ADA)

**Phone:** 1300 656 419

**Email:** [complaints@humanrights.gov.au](mailto:complaints@humanrights.gov.au)

**Post:** Australian Human Rights Commission  
GPO Box 5218  
Sydney NSW 2001

### My Aged Care

**Phone:** 1800 200 422

**Online:** [www.myagedcare.gov.au/contact-us/complaints](http://www.myagedcare.gov.au/contact-us/complaints)

**Post:** My Aged Care Complaints  
PO Box 1237  
Runaway Bay QLD 4216

### Department of Veterans' Affairs (DVA)

**Phone:** 1800 Veteran (1800 838 372)

**Email:** [feedback@dva.gov.au](mailto:feedback@dva.gov.au)

### National Disability Insurance Scheme (NDIS)

**Phone:** 1800 800 110

**Email:** [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)

**Post:** NDIA  
PO Box 700  
Canberra ACT 2601







# Feedback Form

At All About Living, we value your feedback as it helps us ensure the safety and quality of care and services provided to our customers. Please use this form to share any compliments, comments or suggestions regarding our services.

## Contact Information

Name

Contact Number

Email

Address (optional)

Postcode

**If you are completing on behalf of someone else, please provide the following information.**

Representative Name

Relationship to Respondent

Contact Number

Email

Address (optional)

Postcode

## Feedback Information

Feedback Type ☐ Compliment ☐ Complaint ☐ Comment/Suggestion

Service ☐ Garden Maintenance ☐ Groups ☐ Home Care

☐ Nursing ☐ Personal Care ☐ Social Support

☐ Other (please specify)

Details of feedback (Please attach any relevant documents or evidence if available.)

What outcome are you seeking?

Would you like to be informed of the outcome of this feedback? ☐ Yes ☐ No

We handle your feedback quickly and confidentially. We will acknowledge it within two business days and aim to resolve it within ten business days, keeping you updated if requested. If you're not happy with the outcome, we offer an internal review and can provide information about external complaints organisations.

**Thank you for helping us improve our services.**



Apply Glue Here



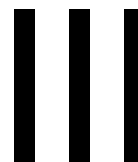
Apply Glue Here

Fold Here

Fold Here

**Delivery Address:**  
PO Box 1131  
Nathan Street Post Office  
BRIGHTON QLD 4017

No stamp required  
if posted in Australia



Reply Paid 86094  
BRISBANE QLD 4001



# Helpful Contacts

Organisation	Contact Information
<b>Aged Care Diversity Framework</b> Developed by the Department of Health and Aged Care, this framework addresses the diversity needs of older Australians.	<b>Phone: 1300 186 711</b> Email: <a href="mailto:ageing.and.diversity@health.gov.au">ageing.and.diversity@health.gov.au</a> Website: <a href="http://www.health.gov.au">www.health.gov.au</a>
<b>Aged Care Support For First Nations People</b> Funding programs to ensure First Nations people aged 50 and over receive quality, culturally appropriate aged care services.	<b>Phone: 1800 020 103</b> Website: <a href="http://www.health.gov.au">www.health.gov.au</a>
<b>Cancer Council Helpline</b> A free and confidential telephone support service offering answers to cancer-related questions and information about support services for those affected by cancer.	<b>Phone: 13 11 20</b> Email: <a href="mailto:info@cancerqld.org.au">info@cancerqld.org.au</a> Website: <a href="http://www.cancerqld.org.au">www.cancerqld.org.au</a>
<b>Carer Gateway</b> An Australian Government program offering free support for carers of people with disabilities, medical conditions, mental illnesses, or frailty.	<b>Phone: 1800 422 737</b> Website: <a href="http://www.carergateway.gov.au">www.carergateway.gov.au</a>
<b>Carers Queensland</b> Carers Queensland supports carers and individuals with disabilities, advocating for their rights and helping them achieve their goals.	<b>Phone: 1300 747 636</b> Email: <a href="mailto:info@carersqld.com.au">info@carersqld.com.au</a> Website: <a href="http://www.carersqld.com.au">www.carersqld.com.au</a>
<b>Centrelink: Older Australians</b> Services Australia offers essential information, support, and payments, helping Australians navigate welfare, health and aged care.	<b>Phone: 132 300</b> Website: <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
<b>Council on the Ageing (COTA)</b> COTA Queensland, a member of the COTA Federation, is a registered charity dedicated to promoting the rights, needs, and interests of older Australians.	<b>Phone: (07) 3316 2999</b> Email: <a href="mailto:info@cotaqld.org.au">info@cotaqld.org.au</a> Website: <a href="http://www.cotaqld.org.au">www.cotaqld.org.au</a>
<b>Dementia Australia</b> Dementia Australia is the national peak body supporting people living with dementia, their families and carers.	<b>Phone: 1800 100 500</b> Email: <a href="mailto:helpline@dementia.org.au">helpline@dementia.org.au</a> Website: <a href="http://www.dementia.org.au">www.dementia.org.au</a>



Organisation	Contact Information
<b>Department of Veterans' Affairs (DVA)</b> DVA supports those who serve or have served in the defence of our nation, as well as their partners, and commemorates their service and sacrifice.	<b>Phone: 1800 838 372</b> Website: <a href="http://www.dva.gov.au">www.dva.gov.au</a>
<b>Elder Abuse Prevention Unit</b> A statewide telephone service providing information, support, and referrals for anyone experiencing or witnessing the abuse of an older person.	<b>Phone: 1300 651 192</b> Email: <a href="mailto:eapu@uccommunity.org.au">eapu@uccommunity.org.au</a> Website: <a href="http://www.eapu.com.au">www.eapu.com.au</a>
<b>Lifeline</b> Australia's leading suicide prevention service, offering 24-hour crisis support to all Australians experiencing a personal crisis.	<b>Phone: 13 11 44</b> Text: 0477 13 11 14 Website: <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
<b>My Aged Care</b> A comprehensive resource to guide you through the aged care system, offering essential information, services, and support options.	<b>Phone: 1800 200 422</b> Website: <a href="http://www.myagedcare.gov.au">www.myagedcare.gov.au</a>
<b>Office of Advance Care Planning</b> A statewide service funded by Queensland Health, promoting the important processes of advance care planning.	<b>Phone: 1300 007 227</b> Fax: 1300 008 227 Email: <a href="mailto:acp@health.qld.gov.au">acp@health.qld.gov.au</a> Website: <a href="http://www.metrosouth.health.qld.gov.au/acp">www.metrosouth.health.qld.gov.au/acp</a>
<b>PalAssist – Palliative Care</b> Offers no-cost 24/7 telephone and online services for palliative care patients, their families, and friends seeking practical information and emotional support.	<b>Phone: 1800 772 273</b> Email: <a href="mailto:info@palassist.org.au">info@palassist.org.au</a> Website: <a href="http://www.palassist.org.au">www.palassist.org.au</a>
<b>Seniors Enquiry Line</b> Provides information and referrals on topics of interest to seniors, including concessions, social activities and household assistance.	<b>Phone: 1300 135 500</b> Website: <a href="http://www.seniorsenquiryline.com.au">www.seniorsenquiryline.com.au</a>
<b>Services Australia</b> Services Australia provides support payments, aged care support, and health services to eligible seniors and permanent residents in Australia.	<b>Phone: 1800 227 475</b> Website: <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>

# Notes

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. At the bottom of the page, there is a decorative graphic consisting of several overlapping, curved, light blue shapes that resemble waves or stylized clouds. The overall appearance is that of a clean, unused piece of stationery or a template for a document.

This image shows a blank sheet of white paper designed for writing. It features horizontal ruling lines. The top half of the page is ruled with solid blue lines, while the bottom half is ruled with dashed blue lines. In the bottom-left corner, there is a decorative graphic consisting of several overlapping, curved, light blue shapes that resemble waves or stylized clouds. The rest of the page is completely blank and white.



**Head Office**

Level 1, 609 Robinson Road West  
Aspley Qld 4034

**Phone:** 1300 503 886

**Email:** [info@allaboutliving.com.au](mailto:info@allaboutliving.com.au)

**Website:** [www.allaboutliving.com.au](http://www.allaboutliving.com.au)

**Sunshine Coast**

105 Maud Street  
Maroochydore QLD 4558

**Training Centre**

174 Baskerville Street  
Brighton QLD 4017