

This Service is funded by the Australian Government Department of Social Services

LIVERPOOL PLAINS SHIRE COUNCIL HOME SUPPORT SERVICES

Service User Handbook

Supported by Liverpool Plains Shire Council



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Contents

About Home Support Services	2
Vision, Objectives, Target Group.....	3
Services Provided.....	4
Assessment.....	4
Client Information and Confidentiality	5
Can somebody else help me talk to the Home Support Worker	5
Client Rights and Responsibilities	6
Client Feedback.....	7
Fees.....	7
Invoices.....	7
Fee Payments.....	7
Under what circumstances might my service cease?.....	8
Action in the event of a client not responding to a scheduled visit.....	9
Service Provider Information	10
Contact details	10
Schedule of fees.....	10
Complaints process	10
Interpreter Services.....	10
Authority to act as an Advocate form.....	12
Charter of Care Recipients' Rights and Responsibilities Home Care-(July 2015.....	13
Notes	15

About Home Support Services

This document is based on Commonwealth of Australia and New South Wales Government information.

Liverpool Plains Shire Council Home Support Services are funded by the Commonwealth Government and New South Wales Government which provides funding to organisations who in turn provide community services to help people with a disability and frail, older people 65 years and over, or 50 years and over for Aboriginal and Torres Strait Islander people who are living in the community to maximise their independence.

Liverpool Plains Shire Council Home Support Services provide a wide range of services including:

Assessment

Group Social Support

Outings

Social support/shopping/appointments

Home visits

Transport

Food services

Service user care coordination and

Counselling/support, information and advocacy (carers and care recipients)

Our Home Support workers provide information, referrals and assistance as well as organising a wide range of activities.

For more detail on any of the services, please contact the Home Support Services located in:

- Werris Creek on 02 6768 7505
- Willow Tree on 02 6747 1525
- Quirindi on 02 6746 4545

Vision, Objectives and Target Group

Liverpool Plains Shire Council provides a range of services to support members of the community and has the following offices located within the Liverpool Plains:

- Quirindi Home Support Service
- Werris Creek Home Support Service
- Willow Tree Home Support Service

Our Vision

Our vision is to provide quality services to assist frail aged people and younger people with disabilities to live as independently as possible in the community.

Our Objectives

Our objectives are:

- To support people who are frail aged or have a disability to remain in their own home,
- To support family or other primary care givers in their role, and
- To provide services in an effective, efficient and accountable manner.

Target Group

The target group for our services is people who have a functional disability that precludes them from carrying out tasks of daily living resulting in a risk of premature or inappropriate institutionalisation. Our target group also includes the carers of these people.

Services are not provided to people solely because of age. They are assessed as requiring services to continue to live independently.

Services Provided

Specific support services provided include:

- Assessment
- Group Social Support
- Outings
- Social support/shopping/appointments
- Home visits
- Transport
- Food Services
- Service user coordination and
- Counselling/support, information, referral and advocacy (Carers and care recipients)

Assessment

All clients are assessed. Usually the assessment takes place in the person's home or in the Home Support Service office.

Client's requesting service will be provided with the *My Aged Care* contact number and/or website in the first instance. Home Support Staff can assist Clients, where required, to access *My Aged Care*.

My Aged Care is the one stop shop for aged care services in Australia

There are a number of reasons for assessment including:

- To find out if the person is eligible for our services
- To find out what services the person needs
- To work out how much service can be offered
- To work out when the service will be delivered
- To work out what fees will be charged for the service

If a client is already receiving aged care services they will not be required to contact My Aged Care unless the circumstances or are needs have changed.

Client Information and Confidentiality

The only information held by us will be that necessary to provide safe and comfortable services.

Information should be as non-obtrusive and objective as possible, yet relevant and up-to-date.

You have the right to withhold information for privacy reasons.

Your information will only be shared with other service providers with your informed consent. You will usually be asked to give consent in writing. In some circumstances verbal consent can be given, either in person or over the telephone. You have the right to withdraw your consent to the release of information at any time.

Some of your information will be passed on to government in data collections. These data collections are used to improve service provision. Identifying information, such as your name and address, will not be passed on to government.

You have the right to read any personal information about you. Just ask your Home Support Services worker and your file will be made available. If any information on your file is incorrect please advise the Home Support Services worker and corrections will be made. Your information will be kept secure at all times.

Can somebody else help me to talk to the Home Support Services Worker?

Yes, this is referred to as using an advocate. Your advocate could be a family member or a friend or another service provider. There are some organisations that specialise in providing advocacy services.

We can help you to contact a suitable advocate.

If needed, your Home Support Services worker will help you with communication:

- by arranging for an Aboriginal worker to talk to you about your service needs; or
- by arranging for an interpreter service to help you

Client Rights and Responsibilities

Client Rights

- You may see all of your personal information held by our organisation. Ask your coordinator to make the necessary arrangements
- The rights of legal guardians or advocates for clients, will be respected to the extent stipulated in the guardianship or advocacy arrangements
- You will be involved in decisions about the service that will be provided. You will be informed of the options available and any fees to be charged
- Changes for service provision will be negotiated with you
- Services will be provided in a safe manner and with respect for your dignity and independence. Services will be responsive to your social, cultural and physical needs and will be provided without discrimination
- Access to service will be decided on the basis of your need and the capacity of the organisation to meet that need. You have the right to refuse a service without prejudicing future access to services
- You have the right to express concern about the services you are receiving without fear of retribution. You may have an advocate represent your interests. Your concerns will be dealt with fairly and promptly
- Your right to confidentiality will be respected
- Our staff and volunteers will not smoke in your home or in centres where services are provided.

Client Responsibilities

- You should let your Home Support Services worker know if you are not going to be home when a staff member or volunteer is due to visit
- You should respect the rights of other clients and staff
- You need to take responsibility for your own decisions
- You should play your part in cooperating with our staff when they are providing services
- You are requested not to smoke while staff or volunteers are in your home.

Client Feedback

Your feedback is valued. If you have any minor concerns please talk them over with the worker that you see most often. We can try to improve your service if we know that there is a problem.

You have the right to complain about the service you are receiving without fear of retribution. You can expect to have your complaints dealt with promptly and fairly. Your complaint will be kept confidential. If it would make you feel more comfortable you can have a friend help you to make your complaint.

Fees

Fees are determined by our organisation's management and are reviewed annually. You will be given fee information before services are provided. Revenue from fees is used to provide more services for people who need them.

People who are assessed as needing services are eligible to receive the service, regardless of their ability to pay. Our organisation recognises that some service users have a limited capacity to pay for support; however, the payment of a fee for service by service users who have the capacity to pay is endorsed. In cases of hardship or where service users request assistance, the fee can be waived. Service users are advised and reassured that support will not be refused or withdrawn if they are unable to pay the fee. The Coordinator will make the decision.

Paying Fees

Invoices

Invoices are issued at the end of each month by the Meals on Wheels Coordinator or volunteer.

Fee Payments

Service user can pay their contribution for services by cash or cheque (Cheques payable to Liverpool Plains Shire Council).

Service users can pay their fees:

1. Directly to staff in the office or
2. By post

A receipt will be issued.

Disputes

Our staff will assist in the resolution of any conflict that may arise between you and your carer or family as a result of the use of our services. Please ask your Home Support Services worker to help.

Under what circumstances might my services cease?

There are several circumstances that may cause your services to be withdrawn. If your services are to cease you will be given an explanation and the Home Support Services worker will try to help you to find alternative support if it is necessary. You will be given information explaining the circumstances that may result in you being eligible for services in the future. You will also be given the opportunity to give feedback on the quality of the services you have received. Because of legal requirements organisations may need to hold client files for seven years.

Your services may be withdrawn because:

- You request that the services cease
- You relocate outside of the service area
- Your level of disability or frailty becomes so great that providing services to you causes an Occupational Health and Safety Risk to the workers
- Your behaviour has become unsafe or unacceptable to workers or other service users
- Our organisation no longer has the resources to meet your needs
- Demand for services is greater than the supply. When this happens the coordinator may need to reallocate services to make sure that the people most in need receive support. This may mean that people with lower needs have service withdrawn.

Please note: If your circumstances change and you wish to apply for services again your request will be treated fairly.

Action in the event of a client not responding to a scheduled visit

Each client user is consulted regarding what they want us to do in the event that they do not respond to a scheduled visit. This is documented on the Client Care Plan so that staff is aware of what action to take. Actions usually include:

- Telephoning the service user
- Telephoning the next of kin
- Notifying the Police who will then initiate the appropriate action

If staff become aware that a client does not respond to a scheduled visit they:

- Knock and shout at the doors and windows
- Check the boundaries of the property and/or check with neighbors (if applicable and appropriate)
- Notify the Coordinator who will advise staff of what to do as discussed with the service user.

Service Provider Information

Contact details

For more detail on any of the services, please contact the Coordinator of Home Support Services:

Quirindi	Corner Station and Dally Streets	6746 4545
Werris Creek	MPS North Street	6768 7505
Willow Tree	Main Street	6747 1525

Schedule of Fees

Service Users will be informed of current fees and how they are paid in their service agreement.

Information regarding schedule of fees can be found in the Liverpool Plains Shire Council Home Support Services Policy and Procedure Manual.

Complaints process

Service users are encouraged to express their complaints to enable us to improve the quality of our support. Service users have a right to complain without fear of retribution and they can expect complaints to be dealt with promptly. Feedback or complaints may be either verbal or in writing.

Service Users are encouraged to raise their complaint with the staff member/volunteer concerned, in the first instance, if they feel comfortable doing so. If you are not satisfied with the outcome, or feel that you are unable to discuss the issue with the staff member concerned, you should contact the Coordinator or use an advocate to negotiate on your behalf.

If the complaint cannot be successfully resolved by the Coordinator, the complaint will be referred to the Community Service Coordinator, Liverpool Plains Shire Council.

Interpreter Service

If a person does not speak English an interpreter is used. If the person has a family member with them, they are used as the interpreter if this is acceptable to the service user. Other options for interpreter services include a staff person or the Telephone Interpreter Service, available 24 hours by phoning 131450.



LIVERPOOL PLAINS SHIRE COUNCIL HOME SUPPORT SERVICES

AUTHORITY TO ACT AS AN ADVOCATE

Service User Details

Name (in full).....

Address.....

Phone.....

I authorise the person named below to act on my behalf and represent my interests in relation to my involvement with Liverpool Plains Shire Council Home Support Services.

I understand that Liverpool Plains Shire Council Home Support Services may discuss details of my support plan/s and the services it provides with my advocate if the need arises.

The authority takes effect from __/__/__ and replaces any previously advised arrangements. I understand that I can change my choice of advocate at any time and undertake to advise Liverpool Plains Shire Council Home Support Services.

Signed..... **Date**

Advocate's Details

Name (in full).....

Address.....

Phone.....

As an advocate of the abovementioned person, I undertake to ensure that:

- The service user has provided written authority for you to act as their advocate
- You always act in the best interests of the service user
- The service user is aware of any issues and developments in relation to the support they receive and which you, as their advocate, may be involved
- You be familiar with the contents of the consumer's support plan and fees schedule
- You are familiar with the service user's rights and responsibilities
- You advise Liverpool Plains Shire Council Home Support Services about any changes in services user's circumstances and any concerns about their changing needs
- Be prepared to relinquish the role of advocate should the service user wish this

Signed..... **Date**.....



Australian Government

Department of Health

Charter of Care Recipients' Rights and Responsibilities – Home Care

*Aged Care Act 1997, Schedule 2 User Rights Principles 2014
(amended on 1 July 2015)*

1 Care recipients' rights - home care

General

- (1) Each care recipient has the following rights:
- (a) to be treated and accepted as an individual, and to have his or her individual preferences respected
 - (b) to be treated with dignity, with his or her privacy respected
 - (c) to receive care that is respectful of him or her, and his or her family and home
 - (d) to receive care without being obliged to feel grateful to those providing the care
 - (e) to full and effective use of all human, legal and consumer rights, including the right to freedom of speech regarding his or her care
 - (f) to have access to advocates and other avenues of redress
 - (g) to be treated without exploitation, abuse, discrimination, harassment or neglect.

Consumer Directed Care - choice and flexibility

- (2) Each care recipient has the following rights:
- (a) to be supported by the approved provider:
 - (i) to set goals in relation to the outcomes he or she seeks from home care
 - (ii) to determine the level of ongoing involvement and control that he or she wishes to have in the provision of the home care
 - (iii) to make decisions relating to his or her own care
 - (iv) to maintain his or her independence as far as possible
 - (b) to choose the care and services that best meet his or her goals and assessed needs and preferences, within the limits of the resources available
 - (c) to have choice and flexibility in the way the care and services are provided at home
 - (d) to participate in making decisions that affect him or her
 - (e) to have his or her representative participate in decisions relating to his or her care if he or she requests it or if he or she does not have capacity.

Consumer Directed Care - care and services

- (3) Each care recipient has the following rights:
- (a) to receive reliable, coordinated, safe, quality care and services which are appropriate to meeting his or her goals and assessed needs
 - (b) to be given before, or within 14 days after, he or she commences receiving home care, a written plan of the care and services that he or she expects to receive
 - (c) to receive care and services that take account of his or her other care arrangements and preferences
 - (d) to ongoing review of the care and services he or she receives (both periodic and in response to changes in his or her personal circumstances), and modification of the care and services as required.

Consumer Directed Care - individualised budget and monthly statement of available funds and expenditure

- (3A) Each care recipient has the following rights:
- (a) to receive an individualised budget for the care and services to be provided
 - (b) to have his or her individualised budget reviewed and, if necessary, revised if:
 - (i) the care and services to be provided, or the costs of providing the care and services, change; or
 - (ii) he or she requests the approved provider to review and, if necessary, revise the individualised budget
 - (c) to receive a monthly statement of the funds available and the expenditure in respect of the care and services provided during the month.

Personal information

- (4) Each care recipient has the following rights:
- (a) to privacy and confidentiality of his or her personal information
 - (b) to access his or her personal information.

Communication

- (5) Each care recipient has the following rights:
- (a) to be helped to understand any information he or she is given
 - (b) to be given a copy of this Charter
 - (c) to be offered a written agreement that includes all agreed matters
 - (d) to choose a person to speak on his or her behalf for any purpose.

Comments and complaints

- (6) Each care recipient has the following rights:
- (a) to be given information on how to make comments and complaints about the care and services he or she receives
 - (b) to complain about the care and services he or she receives, without fear of losing the care or being disadvantaged in any other way
 - (c) to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern.

Fees

- (7) Each care recipient has the following rights:
- (a) to have his or her fees determined in a way that is transparent, accessible and fair
 - (b) to receive invoices that are clear and in a format that is understandable
 - (c) to have his or her fees reviewed periodically and on request when there are changes to his or her financial circumstances
 - (d) not to be denied care and services because of his or her inability to pay a fee for reasons beyond his or her control.

2 Care recipients' responsibilities - home care

General

- (1) Each care recipient has the following responsibilities:
- (a) to respect the rights of care workers to their human, legal and workplace rights including the right to work in a safe environment
 - (b) to treat care workers without exploitation, abuse, discrimination or harassment.

Care and services

- (2) Each care recipient has the following responsibilities:
- (a) to abide by the terms of the written home care agreement
 - (b) to acknowledge that his or her needs may change and to negotiate modifications of care and service if his or her care needs change
 - (c) to accept responsibility for his or her own actions and choices even though some actions and choices may involve an element of risk.

Communication

- (3) Each care recipient has the following responsibilities:
- (a) to give enough information to assist the approved provider to develop, deliver and review a care plan
 - (b) to tell the approved provider and their staff about any problems with the care and services.

Access

- (4) Each care recipient has the following responsibilities:
- (a) to allow safe and reasonable access for care workers at the times specified in his or her care plan or otherwise by agreement
 - (b) to provide reasonable notice if he or she does not require home care to be provided on a particular day.

Fees

- (5) Each care recipient has the responsibility to pay any fees as specified in the agreement or to negotiate an alternative arrangement with the provider if any changes occur in his or her financial circumstances.

