



Your Plan  
Your Way  
Our Support

## Care Service Australia Limited

### Consumer Induction Handbook

#### **Care Services Australia Limited**

**Head Office:** Level 2, 39 Queen Street, Auburn NSW 2144 Australia

**Phone:** 1300 455 322 | 0419 727 829 | **Email:** [info@careservicesaustralia.com.au](mailto:info@careservicesaustralia.com.au)

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

## Welcome

Congratulations on your choice and making it count, we welcome you to the Care Services Australia team.

Care Services Australia are excited that you have decided to join us, and we look forward to an amazing collaborative, happy and successful partnership.

Our purpose is about supporting you to achieve your goals, making your choices and protecting your rights. The Consumer Induction Handbook and all supporting Care Services Australia Policies and Procedures, consumer will refer to all stakeholders unless otherwise specified.

This includes:

- the consumer responsible/identified personal representative.
- service provider basically any individual who will benefit for the service information provided within handbook.

The purpose of the Consumer Induction Handbook is to introduce you to Care Services Australia, the services that we offer, what we do, our terms, conditions, and relevant supporting resources.

The Consumer Induction Handbook needs to be considered with your Plan and your individual Service Agreement.

The Consumer Induction Handbook is not in itself an exhaustive guide, it has been designed to act as a resource and reference tool for you.

The Consumer Induction Handbook will be regularly reviewed and updated to align with any service changes and process improvements based on your needs and your feedback.

You will be notified of any changes as they occur. If you required further information in relation to the content or you would like to suggest improvements to the Consumer Induction Handbook, please do not hesitate to contact us directly on [info@careservicesaustralia.com.au](mailto:info@careservicesaustralia.com.au) Or phone +61 1300 455 322 alternatively you may contact your Care Manager directly.

## About Us

### Our Mission

- To empower, encourage and enable people who are ageing and have disabilities to enhance their quality of life with dignity & respect.
- To evaluate and exceed stakeholders' expectations.
- To provide care focused on the holistic view of an individual.

### Our Vision

Care Services Australia's vision is to create a resilient and empowered community in partnership to support people with disability to live a great life with choice.

### Our Values

- Empowerment
- Dignity
- Respect
- Trust
- Integrity
- Innovation

### Accountability and Operational Excellence

Care Services Australia are accountable for all decisions that we make and actions that we take, and we are committed to driving a culture of continued learning.

### Our Services

Care Services Australia can assist you with the following Aged Care support categories:

- Group/Centre Activities
- Hearing Services
- Accommodation/Tenancy
- Assistance Animals
- Therapeutic Supports
- Plan Management
- Ex Phys Pers Training
- Participate Community
- Comms & Info Equipment
- Interpret/Translate
- Household Tasks
- Development-Life Skills
- Innov Community Participation
- Daily Tasks
- Community Nursing Care
- Vision Equipment
- Home Modification
- Vehicle modifications
- Assist-Travel/Transport
- Assist-Personal Activities
- Assist-Life Stage, Transition
- Assist Personal Activities High
- Assist Prod-Pers Care/Safety

## How Can I Access Services Offered by Care Services Australia?

Services can be accessed through self-referral or third-party referral utilizing the following approach:

- Contact Care Services Australia via email: [info@careservicesaustralia.com.au](mailto:info@careservicesaustralia.com.au) or phone +61 1300 455 322 and the manager will be able to answer any of your questions and arrange a suitable time to meet with you.

The Aged Care funding model allows consumers control over major decisions including which service provider or services you require.

Care Services Australia Partners with you and supports you to manage your funding package. All referral enquiries will be responded to by the appropriate manager on the same day that it is received.

A representative from Care Services Australia will arrange a time and place to meet with you and discuss your needs and your goals and how our services could support you.

Care Services Australia will develop a personal plan with you and agree on how we will support you and the nature of the support. We will also be in regular contact with you and regularly review and update your plan.

***Your success and happiness are our goal.***

## How It Works?

Care Services Australia provide you with the support that you need to build your confidence and maximise your potential. Working in partnership with you we will assist you to explore all your options and apply a creative and effective methodology to assist you to manage your funding package and achieve your goals.

Our approach is not a one size fits all approach, you are an individual, your aspirations and support requirements will differ to other individuals who we support. We will tailor our support services to meet your needs.

You can decide how much decision-making you will like. We can also assist you to become independent in managing your financial services.

**Care Services Australia are here for you, what do you need?**

## What Are My Rights and Responsibilities as a Consumer of Care Services Australia?

Consumers are our organisational focus. We at Care Services Australia acknowledge your rights and actively promote your rights through our services and service delivery model. As consumers of Care Services Australia there are also expectations and standards in place to support a strong and mutually agreeable partnership.

## **All Consumers of Care Services Australia have the following rights and responsibilities:**

- The Consumer has access to all information about themselves held by the organisation.
- In cases where a consumer has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements.
- The Consumer, with their permission, their person responsible must be involved in decisions about their plan. Plans will be developed including goals, activities, services, and time frames.
- The Consumer will be made aware of the standard of service, which they can expect. Services will be provided in a safe manner which respects the dignity and independence of the consumer, is responsive to the social, cultural, and physical needs of the consumer and their family.
- The Consumer's services should be decided with the consumer's agreement. Consumers have the right to refuse a service.
- The Consumer has a right to complain about the service they are receiving without fear of being disadvantaged.
- Complaints by Consumer will be dealt with fairly, promptly and without discrimination. The consumer may involve an advocate of their choice to represent his/her interests.
- A person-centred approach will ensure the Consumer's views and choices will be at the centre of all planning and evaluation of the service maximising social participation and cultural inclusion.
- Consumer's rights to privacy and confidentiality will be always respected.
- Consumers have a right to information and support to understand and exercise their legal and human rights.

## **Consumer Responsibilities**

Consumers are required to advise Care Services Australia if he/she is going to be absent from the service or a scheduled meeting. Care Services Australia ask that a minimum of 24 hours' notice is provided, notice can be provided in any acceptable communication format being phone, email, voice mail message or face to face.

## **Consumer should act in a way which respects the rights of other Consumer and Care Services Australia employees:**

- Consumers need to take responsibility for the results of any decisions they make.
- Consumers are to play their part in actively participating in the service.
- Consumers need to respect the property of Care Services Australia.
- Consumers need to be punctual.
- Consumers need to provide accurate information about themselves.
- Person Responsible/ Consumer Representative/Parent/Guardian responsibilities
- Person Responsible/ Consumer Representative Parent or Guardian will act in a way that respects the rights of the consumer and staff.
- Person Responsible / Consumer Representative / Parent or Guardian will speak to the staff and make requests in respectful ways.

- Person Responsible/ Consumer Representative/ Parent or Guardian will share appropriate information only with the correct people.
- Person Responsible/ Consumer Representative/ Parent or Guardian will work with the Care Services Australia representative to ensure information is correct and clearly explained.

### **Person-centred Support**

Just as the phrase “person centred” suggests, a Person-Centred Approach is about ensuring someone with a disability is at the center of decisions which relate to their life.

A person-centred process involves listening, thinking together, coaching, sharing ideas, and seeking feedback. This process is ongoing to make sure each person is supported towards their personal goals, even as they evolve and change.

The aim is to understand what each individual person wants and needs to live their own, personally defined, good life.

It is most successful when friends and family can support the process and help identify and develop the person’s strengths.

When we are working with someone, we make sure we keep their strengths and interests, their communication preference, and who people they would like to involve, top of mind.

### **Individual Values and Beliefs**

Care Services Australia we value individual Values and Beliefs. We have a diverse group of consumers.

- Care Services Australia Consumer perceive events uniquely and in keeping with their individualized needs and past experiences.
- All Consumer participate in care that is respectful and non-judgmental, among individuals and is influenced by past experiences and social support.
- All Consumer and families are actively involved in collaboration and decision-making regarding their care.
- All Consumer can assume personal responsibility for their health, regardless of their unique abilities and challenges.
- All Consumer grow and change in an environment of acceptance, trust, and empathic understanding.
- Sustained consumer change occurs when Consumer feel ready and supported to do so and not necessarily when the system expects it.
- Care workers believe in an individual’s ongoing capacity for self-determination and growth and in their own abilities to foster this process with Consumer.

## **Privacy and Dignity**

The following procedures are to be implemented to ensure that Care Services Australia meets its policy objective of ensuring that all Consumers of the agency have the same level of privacy, dignity, and confidentiality as is expected by the rest of the community.

The agency will:

1. Only collect information about the consumer that can be shown to be directly relevant to effective service delivery and the agency's duty of care responsibilities.
2. Seek the written consent of the consumer or family prior to obtaining information from any other source.
3. Seek the written consent of the consumer or family prior to releasing information to any other source.
4. Ensure that personal information is stored securely and is not left on view to unauthorised agency staff or the general public.
5. Ensure that only those agency staff who need access to the above information will be granted access.
6. Advise the consumer and family of the nature of the personal information that is held by the agency about the consumer.
7. Advise the consumer and family of their right to view the information that the agency keeps in respect of the consumer.
8. Ensure that personal information about a consumer is only held by the agency if it remains relevant to the delivery of effective services and the agency's duty of care obligations.
9. Promptly investigate, remedy, and document any consumer grievance regarding privacy, dignity or confidentiality.

## **Independence and Informed Choice**

At Care Services Australia, we ensure that consumers get priority with choosing how to access their Care plan. It is imperative that we sit together and have your input into your plan. Should you have any adjustments during the plan, please do not hesitate to contact our team, in order that you get the best of your service.

## **Violence, Abuse, Neglect, Exploitation and Discrimination**

At Care Services Australia we will ensure that we are:

- free from violence, abuse, neglect, exploitation, or discrimination
- in a safe environment that is appropriate to their needs
- where any risks to them are identified and managed
- where their needs are met by workers who are competent in relation to their role, hold relevant qualifications and expertise and experience in providing person centered support.
- where incidents are acknowledged responded to and well managed and learned from.

## **Consumer Money**

Consumers Money will not be handled at Care Services Australia . We have in place an Expenditure Form which both the consumer and care worker complete should any monies be required to exchange when purchasing goods on their behalf.

## **Management of Medication**

Consumer's medication will not be managed by Care Services Australia Care staff. Webster Packs are recommended and any prompting and assisting of Medication can be completed with our Registered Nurses.

## **Feedback, Complaints & Advocacy**

At Care Services Australia we welcome feedback and regard this as a primary method for identifying areas of strengths and weaknesses in our service delivery model that is leveraged to support our continuous service improvement framework. Care Services Australia also support the standards outlined by the Aged Care Quality Standards that stipulates that all consumers, families, advocates or carers have the opportunity to make a complaint and provide feedback.

Care Services Australia has implemented the Care Services Australia Feedback, Complaints Policy and Procedure. All stakeholders can freely make a complaint without any recrimination. Care Services Australia employees are aware of the supporting policy and procedures and will ensure it is always adhered to. Forms are available in the In-Home folder for easy access.

The procedure to lodge a complaint or provide feedback will be discussed during the Initial Meeting and ongoing service reviews. Early resolution of a concern or complaint will always be attempted in a collaborative approach reducing the risk of the situation escalating.

### **Complaints and feedback can be lodged in the following ways:**

In writing, via email to [info@careservicesaustralia.com.au](mailto:info@careservicesaustralia.com.au) or contact +61 1300 455 322 and speak directly to an Care Services Australia Care manager – all employees can receive your feedback.

- Speak directly to your Care Services Australia Care Manager, either face to face or over the phone
- Care Services Australia Operational Manager on +61 1300 455 322 arrangements can be made to meet and discuss the concern or lodge the complaint face to face as well.
- Complete the Care Services Australia Complaints and Feedback Form provided in the Consumer Induction Handbook.
- Complaints and feedback help us to know your experience with our service.

Care Services Australia will always try to resolve complaints quickly and efficiently. If the complaint has not been resolved quickly at the source, Care Services Australia Operational Manager will contact you with an initial response and let you know how we will manage the complaint.

You can appeal if you are not happy with how we have managed your complaint or the outcome.



## **Aged Care Quality and Safety Commission**

Email: [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)

Phone: 1800 951 822

## **Department of Social**

**Services** Department of Social

Services FeedbackPhone:

1800 634 035

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

Website: [www.dss.gov.au](http://www.dss.gov.au)

## **Abuse**

Aged Care Quality and Safety Commission

Phone: 1800 951 822

Translating and Interpreting Service: 131 450

The hotline is open 8am–8pm (AEST), every day, Australia-wide.

Email: [SIRSqueries@agedcarequality.gov.au](mailto:SIRSqueries@agedcarequality.gov.au)

Website: [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

## **Australian Human Rights Commission**

Australian Human Rights Commission

Phone: (02) 9284 9600

TTY: 1800 620 241

Complaint's info line: 1300 656 419

General enquiries and publications: 1300 369 711

Fax: (02) 9284 9611

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

Website: [www.humanrights.gov.au](http://www.humanrights.gov.au)

## **Health**

The Mental Health Emergency Response Line 21

Metropolitan: 1300 555 788

Rurallink: 1800 552 002

## **Advocacy and Complaint Appeal Groups include:**

OPAN (older Persons Advocacy Network)

Phone: 1800 700 600

6am to 10pm (AEDT) 7 days a week

Interpreter phone: 131 450

Website: [www.opan.org.au](http://www.opan.org.au)

## Person Centred Plans

- The term 'person-centred' describes service and supports that are centred on an individual and their strengths, needs, interests and goals.
- Person-centred service delivery ensures that people with disability lead and direct the services and supports they use.
- Person Centred Plans are prepared with the Care Manager, consumer and/or parent, carer or person responsible on entry into the service. This is a written document that is reviewed every six (6) months or as required.
- The intention of person-centred approaches is to maximise, as much as reasonably possible, the capacity for people with disabilities to take control of their lives.

Person-centred approaches ensure that Consumer are at the center of service design, planning, delivery and review. The Consumer shapes and direct services and support arrangements to suit their strengths, needs and goals with the support of families, friends, carers, advocates and their circle of support.

## Service Agreement

All Consumer will have a Service Agreement implemented when commencing services and after their Care Plan has been approved. A Service Agreement is not a Person Centred Plan.

A Service Agreement contains:

- Information on what supports the consumer will receive:
- How much funding has been allocated?
- When, where, how they will receive those supports?
- How much the supports will cost and how they will be paid for?
- How long the supports will be for?
- What is expected of the consumer?
- What is expected from the Service Provider?
- How the Service Agreement can be terminated?
- What to do if problems occur?
- Information on cancellation policy

More information in plain English with visuals is contained in Guide to Service Agreements and is available from My Aged Care Portal [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or contacting them phone 1800 200 422.

## Cancellation Policy

A minimum of 48 hours must be given by the consumer or representative if they cannot make a scheduled appointment otherwise a charge will be made. Any fee that is charged to the consumer's plan will be according to the terms set out in the service agreement between the consumer and Care Services Australia , up to a maximum of 8 instances per year.

If cancellations may be a problem, Consumer or their representative will discuss with the organisation in order to review methods that can be put in place to minimise cancellations.

### **Communication – Consumer, Consumer Representatives, Families, Carers**

Communication is through a variety of methods. Examples include, but are not limited to, plans, group emails, telephone, email, our organisational website and meetings.

### **Consumer Exit Planning**

Care Services Australia are committed to providing Consumer with information and support through the process of transition or exit from our programs or services. For more information on how to exit or transfer, please speak to your Care Manager or you may request a copy of our Exit Planning Policy and Procedure.

#### **Care Services Australia will ensure:**

- All Consumers are provided with the necessary information and explanation in appropriate communication formats in relation to their transition/ exit from the service.
- Consumers are provided with information and support through the process of transition or Exit from the organisations programs or services.
- Consumer transition strategies and exit planning will be documented in the consumer's individual person centred plan.
- The consumer exit process is clear and that the organisation adopts fair and non-discriminatory processes when a consumer chooses to or is required to leave the service.

### **Contact Us**

Level 2, 39 Queen Street, Auburn, NSW 2144 Australia

1300 455 322 / 0419 727 829

[info@careservicesaustralia.com.au](mailto:info@careservicesaustralia.com.au)

## Induction Pack

### ABOUT



This document is about how we make sure your rights are met.

### WHAT ARE MY RIGHTS?



If you need help saying what you want, you can get an **advocate**.

An advocate is an independent person who will speak for you.

If you want an advocate, we can help you find one.



If you are not happy with our service, you can make a **complaint**.

Your complaint will help us improve our services.



You can make your own **choices**.

We will give you all the information you need to make the right choice.



You have the **right** to:

- Have your values and beliefs respected
- Make informed choices
- Be protected from violence, abuse or discrimination

## WHAT ARE OUR RESPONSIBILITIES?



We aim to ensure there is no conflict of interest between you and our staff.

A **conflict of interest** is when someone does not do their job fairly. They may provide better services to one consumer than other consumers.



We have a **duty of care** to protect you from getting hurt as we help you reach your goals.



We protect your **private** information



We create a service **agreement** that explains all the services you will receive.

This also helps us understand if our services are meeting your goals