

AGED CARE

CONSUMER HANDBOOK

**Nhulundu Health Service,
Aged and Community Services**
G R A I C C H S L T D



NHULUNDU
HEALTH SERVICE



AS/NZS ISO 9001:2015
QUALITY CERTIFIED
ORGANISATION



MISSION STATEMENT

This Consumer Handbook is intended to provide you with information that will assist you during your care with Nahulundu Health Service's Aged and Community Care Program. The services you receive will be delivered to you by staff that are trained to do so.

Nahulundu Health Service Contact Number:

Phone: (07) 1800 468 000

Fax: (07) 4979 0967

Email: agedcare@nahulundu.com.au



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Acknowledgement of Country

Gladstone Region Aboriginal and Islander Community Controlled Health Service (GRAICCHS) trading as Nhulundu Health Service acknowledges the traditional owners of the land on which we deliver our Aged and Community Care Services. We pay respects to the Bailai, Gooreng Gooreng and Gurang Traditional Owners and custodians of the lands. We honour and respect their ongoing cultural and spiritual connections to this country and we aim to respect cultural heritage customs and beliefs of all Aboriginal and Torres Strait Islander People.

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History, Philosophy, Vision & Mission Statement

2.1 HISTORY

Gladstone Region Aboriginal and Islander Community Controlled Health Service (GRAICCHS) t/a Nhulundu Health Service started from humble beginnings, and has grown into a multi-faceted health, aged care and community service provider delivering a myriad of services in Gladstone and surrounding areas.

In 1993 Morag Johnson was presented with an opportunity to access funding to deliver an Aged Care Pilot Program to Aboriginal and Torres Strait Islander Elders within Gladstone. Her vision became reality when she gained the support of other key people within the community and the first two Community Aged Care Packages were auspiced by Gehgre and service delivery began offering a few hours of care each week. The two packages became 5 in 1996 and in 2000 with solid grassroots support from a wide cross section of people in the Aboriginal and Torres Strait Islander Community the Aged Care Program became its own entity Nhulundu Wooribah Indigenous Health Organisation Inc (NWIHOI). From 2000 until 2007 Nhulundu Wooribah Indigenous Health Organisation Inc. continued to co-exist with Gehgre, until NWIHOI assumed its own identity and expanded its operation to be an Aboriginal Community Controlled Health Service.

As the Primary Health Care Service grew so did the Aged and Community Care programs to include the Community Care, Community Home Support Program and the Home Care Packages that we have today. More recently NWIHOI has further expanded its scope and governance structure to be known as Nhulundu Health Service a structure which is hoped to represent the maturity of the organisation as it expands its geographical footprint across Central Queensland delivering an integrated, comprehensive, primary health care service.

Nhulundu Health Service now employs more than 35 staff, manages a budget in excess of \$3 million, and is seen as a leading force in Community Controlled Health and Community Service Delivery in Central Queensland, a far cry from its humble beginnings.



2.2 PHILOSOPHY

Gladstone Region Aboriginal and Islander Community Controlled Health Service (GRAICCHS) t/a Nhulundu Health Service Aged and Community Care Programs:

- Are committed to providing lifestyle options that enable older people, and those with disabilities, access to choice and independence within their own homes.
- Believes that each consumer as an individual is entitled to holistic care which encompasses, spiritual, emotional, physical, environmental and social wellbeing.
- Believes in maintaining the privacy and dignity of our consumers.
- Believes in the preservation of independence and will facilitate consumer directed choices, ensuring contact with their community, friends and leisure pursuits.
- Believes that our management and employees to be of the highest standard, trained to meet the needs of our consumers in all areas of life, while maintaining respect in a culturally appropriate manner.
- Will work in partnership with consumers and/or representatives to achieve flexible packages.
- Will ensure that each consumer's access to a service is decided on the basis of relative need.
- Will ensure that each client is informed about his or her rights and responsibilities with regard to the services that are available, and the client is consulted on any changes to their agreed services.
- Will ensure that clients receive the benefit of well planned, efficient and accountable management.
- Will ensure that each client receives co-ordinated services that are planned, reliable and meet his or her specific needs.
- Will ensure that each client's rights to privacy and confidentiality are respected, and to ensure that he or she has access to any of their personal information that is held by, or on behalf of the Service.
- Will ensure that each client has access to fair and equitable procedures for dealing with complaints and/or disputes and has access to an advocate of his or her choice.
- Will assist in the promotion, knowledge and understanding of cultural awareness of Aboriginal and Torres Strait Islander people and to support the social, economic and cultural development of the Aboriginal and Torres Strait Islander community.

2.3 VISION

Gladstone Region Aboriginal and Islander Community Controlled Health Service (GRAICCHS) t/a Nhulundu Health Service Aged and Community Care Programs has a charter to provide an integrated, comprehensive primary care health service to the whole Gladstone Community from birth through to old age.

2.4 MISSION STATEMENT

The Mission for the organisation is that all Aboriginal and Torres Strait Islander Community members, and the community as a whole have the right to access equitable and high quality health care regardless of culture, ethnicity or where they live. Nhulundu Health Service understands that an equitable health system is one that is culturally competent, and recognises peoples connection to country and cultural wellbeing, as an essential element to achieving a state of wellness. Nhulundu Health Service has a passion to make a difference with the values of excellence, cultural practice, honesty, respect, integrity, diversity inclusiveness and uniqueness.



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Services and Programs

3.1 PRIMARY HEALTH CARE

- General Practice
- Chronic disease management and prevention
- Immunisation program
- Hearing health
- Health promotion and prevention program
- Visiting Specialists
- Transport services

3.2 INTEGRATED TEAM CARE PROGRAM

GRAICCHS Integrated Team Care (ITC) program works with our Doctors to improve outcomes for Aboriginal and Torres Strait Islander people through better access to multidisciplinary care and improved access to culturally appropriate mainstream services such as travel assistance, medical aids etc.

3.3 GRAICCHS FAMILY WELLBEING SERVICE

The Aboriginal and Torres Strait Islander Family Wellbeing services offer vulnerable Aboriginal and Torres Strait Islander families a coordinated mix of services to address multiple levels of need to build family and community capacity to safely care for and protect vulnerable children. From early intervention responses through supporting children where ongoing Child Safety Services (Child Safety) intervention is required.

3.4 AGED AND COMMUNITY CARE

- Community Care Services
- Community Home Support Services
- Home Care Level 1, 2, 3 & 4

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Geographical Reach of Programs & Services

Gladstone Region Aboriginal and Islander Community Controlled Health Service (GRAICCHS) t/a Nhulundu Health Service primary area geographically is the Gladstone Regional Council catchment area. The Central Queensland Deadly Choices Program has a greater coverage area and services Emerald in the West and South to Bundaberg taking in Theodore, Biloela, Woorabinda and Hervey Bay and Maryborough. All other area's service the immediate area around Gladstone, namely Gladstone, Calliope, Boyne Island, Tannum Sands, Mt. Larcom and Miriam Vale.

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Our Hours of Operation

Our service operates within standard business hours Monday to Friday 8:30am to 5:00pm excluding public holidays. For urgent contact details outside of these times please refer to your Emergency Numbers Fridge Magnet supplied to you at the time of entering our service.

5.1 SERVICE DELIVERY TIMES

Most of our services are provided between 7:00am and 5:00pm Monday to Friday and limited service on weekends. If you have support requirements outside of these general service times please discuss your requirements with the Aged Care Services Coordinator. We will allocate a time for your service after working with you to identify your preferences and the availability of the staff in your area. The arrival time of our staff may vary as Aged Care Support Workers can be delayed travelling from one client to the next but where possible we will keep you fully informed if there are any delays. If you have any concerns contact the Aged Care Services Coordinator for advice within office hours.

6 Your Attendance

It is imperative that you are in attendance in your home when services are delivered. If for any reason you will not be at home when a scheduled service is due to occur you must contact the Aged Care Services Coordinator to reschedule.

7 Our Service Principles

Our Aged and Community Care services can assist you with the a range of tasks, both what you are able to do independently and those tasks that may require assistance. Ensuring always, our consumers safety with their Independence both in and outside their homes..

We are able to assist your carers by organising for them planned breaks from their usual caring role through our respite services. The above mentioned services flow through a continuum of Aged and Community Care Services and provide consumers with an ageing in place model to meet your needs and allow you to reside in your own homes for an extended period. The service provision complies with meeting the consumers needs within the level of care package the consumer has been allocated.

8 Safety in your Home

Under the Workplace Health and Safety Act 2011 your home is considered a workplace for our staff. You have a duty under the law to make sure that our staff can work in a healthy and safe environment when they are in your home. Some things you can do include:

- Notifying our staff of any unsafe conditions in your home.
- Participating in safety assessments of your home at induction and whenever required.
- Helping with fixing any hazards found in your home through a Consumer Residence Health and Safety Checklist.
- Ensuring pets are controlled during service provision and cleaned up after/before support worker arrives.
- Providing a smoke-free working environment.
- Providing a workplace for staff that is free of racial, sexual, physical or emotional abuse.
- Treating our staff with dignity and respect.
- Telling our staff if you are unwell or cannot do things the way you usually do them.
- Telling our staff if your doctor has diagnosed you with short term infectious illness.
- Informing our staff if you or another household member are having chemotherapy and or using cytotoxic medications.
- Providing cleaning equipment that is suitable and well maintained.
- Providing safe cleaning products.
- Ensuring your personal mobility equipment and other items you need to live independently in your home are available, well maintained and enable us to provide care safely.



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- Providing a safe environment free from potential dangers including harmful chemicals, illicit drugs and/or drug paraphernalia
- Support workers cannot take responsibility for any unlawful activities which occur whilst the worker is providing services

We will conduct a safety check during our first service and discuss any risks we identify with you. We will always make sure your services are available, but there may be times when we are unable to carryout certain tasks for both your safety and ours. If this occurs we will let you know and will work with you towards finding other ways to assist.

The safety of the service will be reviewed with you on an ongoing basis in accordance with Workplace Health and Safety legislation.

9 Your Rights and Responsibilities

9.1 YOUR RIGHTS

As a client of Gladstone Region Aboriginal and Islander Community Controlled Health Service (GRAICCHS) t/a Nhulundu Health Service Aged and Community Care Programs you are entitled to:

- Be treated with dignity, with your privacy respected.
- Be involved in deciding and choosing the supports that best meet your needs
- Be given information to enable you to make informed choices about your supports
- Expect that we will consult with you about any permanent change to your service,
- Receive care that takes into account your lifestyle, cultural, linguistic and religious background and preference
- Be given a written plan of the service you will receive from us
- Expect confidential management of your personal information
- Prompt responses to enquiries and complaints about the care you are receiving, including the manner in which it is being provided
- Have your service agreement and client handbook explained to you
- Choose a person to speak on your behalf for any purpose (we can refer you to an advocacy organisation if required).

The Commonwealth Charter of Rights and Responsibilities for home care services funded by the Australian Government are included at the back of this handbook.



9.2 YOUR RESPONSIBILITIES

As our client we ask you to:

- Respect the rights of our staff, ensuring their workplace is safe and healthy and free from harassment
- Care for your own health and wellbeing as much as you are able
- Provide us with information that will help us better meet your needs
- Provide us with a minimum 24 hours' notice when you will not be home for your service
- Inform us of any changes we need to make to your Home Care Package or service agreement and provide appropriate information if required
- Be aware that our staff are only authorised to perform the agreed number of hours and supports outlined in your service agreement
- Provide the equipment and cleaning agents needed for use to deliver the tasks outlined in your service agreement.
- Pay the agreed amount for the services provided by our staff should it be required
- Provide us with feedback about the service you are receiving.

10 Privacy and Consent

The Australian Privacy Principles under the Commonwealth Privacy Act 1988 sets out how organisations like Gladstone Region Aboriginal and Islander Community Controlled Health Service (GRAICCHS) t/a Nhulundu Health Service Aged And Community Care Programs may collect, sort, use, disclose and protect your personal information.

Nhulundu Health Service has strict policies in place about who can access our clients information and must have your consent to collect and use specific personal and health information.

The information we gather is used to help us determine the best possible care and assistance required which is tailored to your individual needs and goals.

We recognise the importance of protecting this information and are committed to ensuring that all personal information we collect is handled with respect, sensitivity and confidentiality.

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Nhulundu Health Service Aged and Community Care programs uses the latest computer technology to ensure our clients information is stored in a professional and secure manner with our dedicated staff. Volunteers and contractors maintain strict confidentiality and respect or our clients' privacy at all times.

10.1 WHAT DETAILS DOES NHULUNDU HEALTH SERVICE COLLECT ABOUT ME?

To help manage and coordinate your care and services we will maintain paper and or electronic records that usually contain the following details:

- Your name and contact details
- Contact details including next of kin or legal guardians
- Doctor/health care professionals contact details
- Care and support services delivered by us
- Health information including images and scans
- Bank account details (when required based on each individual service agreement)
- Pension, Medicare or Department of Veteran Affairs details

10.2 WHO ELSE MAY SEE INFORMATION ABOUT ME?

With your consent, and to support your care, Nhulundu Health Service Aged and Community Care Programs may need to share information about you and your care with other health care professionals, government agencies or companies and individuals who perform activities on our behalf.

This may include:

- Commonwealth government agencies such as the department of veterans' affairs. The department of human services and the department of social services
- Advice from lawyers or under legal authority of a court such as a subpoena, warrant, or through the adult guardian
- IT service providers or data support specialists
- Authorised accreditation agencies and other Aged Care Specialists who Nhulundu Health Service engage to improve efficiency may view client records for service quality
- Research partners engaged by Nhulundu Health Service to undertake research to improve the quality of our care and services this is strictly controlled by ethical principles
- If you do not wish to share your information as per the above please indicate this on the consent form at any time.

10.3 CAN I SEE WHAT INFORMATION NHULUNDU HEALTH SERVICE HOLDS ABOUT ME?

Yes, please speak to your Aged Care Services Coordinator.

10.4 HOW DO I OBTAIN FURTHER INFORMATION?

For information about privacy issues associated with your care or to change your consent details, contact your aged care services coordinator.

Our privacy policy can be found on our website www.nhulundu.com.au or please ask the aged care services coordinator for a copy.

If you believe we have breached the privacy of your personal information please speak with the aged care services coordinator and or Business Services Manager or lodge your complaint with:

CHIEF EXECUTIVE OFFICER

Nhulundu Health Service
PO Box 5158
GLADSTONE QLD 4680
Phone: 07 4979 0992

OFFICE OF THE AUSTRALIAN INFORMATION COMMISSIONER

PHONE: 1300 363 992
Website: www.privacy.gov.au

11 The Way We Provide Your Service

11.1 CONSUMER AGREEMENT

A consumer agreement is a contract between you as the consumer and Nhulundu Health Service. When you sign this agreement you are agreeing to abide by the terms and conditions details in the agreement and this Handbook.

If the services detailed in your agreement do not have an end date, the agreement will remain valid until a change occurs that requires a new agreement to be prepared. A new consumer agreement invalidates all previous agreements.

Your services will be reviewed once a year or if there are significant changes in your health conditions that warrant a change in service delivery. Those consumers on higher levels of care will be reviewed on a 3-6 month basis or when required.

11.2 OUR CARE TEAM

A number of people are involved in providing you with the services you receive.

Our Aged Care Support Workers and Yard Maintenance Workers who deliver services to you in your home, are managed by our Aged Care Service Coordinator. The Aged Care Services Coordinator allocates appropriate staff based on the skills and knowledge required to support you in the best possible way.

Our Registered Nurse Assessor who delivers all advanced clinical services, develops all care plans and assessments and provides clinical support to the Aged Care Team.

The Aged Care Services Coordinator is the first point of contact for all day to day enquiries and will work with you and or your representative to develop and maintain your individual care plan to meet your needs.

The Aged Care Service Coordinator reports to the Chief Executive Officer.

11.3 OUR CODE OF CONDUCT

Our staff are not permitted to:

- Accept any financial rewards or gifts, including any benefits from a consumers will
- Provide services to you outside those detailed in the contract
- Offer financial advice
- Operate your bank accounts
- Act as an Executor to your estate
- Act as Power Of Attorney
- Sign credit card transactions or know your personal identification number (PIN) and online bank security details
- Offer to buy anything you own

We are strongly committed to providing a high standard of service to all our consumers. Our Aged Care Support Workers have access to a broad range of training and development opportunities aimed at continually improving their skills and abilities.

Our Registered Nurse Assessor will ensure that the assessment of your needs initially and ongoing are tailored specifically to meet your individual requirements and you are encouraged when necessary to seek a reassessment if you think your care needs have changed or are changing.

The Aged Care Services Coordinator will strive to ensure the Aged Care Support Workers selected will be suitable for you.

We value the diversity of our Aged Care Support workers who come from many different cultural backgrounds as do our consumers. If you have cultural requirements, we will try and meet your request where possible.



If you have complex needs staff will be trained to meet your particular service requirements however as they are not nurses there are limitations to their role and the things that can do for you. Please advise your Aged Care Services Coordinator if you feel your particular service needs are not being met

12 Contacting Us

You can contact Nhulundu Health Service's Aged and Community Care Service by phoning the office on the number on the front of this handbook.

Your Aged Care Service Coordinator is your first point of contact for any matters relating to your services and they are responsible for documenting your needs and communicating same to the Aged Care Support Worker or the Registered Nurse Assessor.

If for any reason you are unable to speak to the Aged Care Services Coordinator please ask to speak to another staff member

If you do not wish to talk to the Aged Care Team, you are welcome to contact the Business Services Manager on 07 4979 0992.

13 Changes to Your Service

13.1 REQUESTING A CHANGE IN SERVICE TIME

We will try to accommodate requests for a change to the service time where sufficient notice is given, provided it does not incur additional costs to us or unduly affect services provided to other clients.

If you require a one off or short term change, please inform the Aged Care Services Coordinator as soon as you know you would like to change your service time. Providing more notice will help us in accommodating your request.

Nhulundu Health Service Aged and Community Care Service works with you and when requested your family and or carer to develop a care plan that is flexible and reflects your individual needs and preferences. This plan is reviewed regularly and can also be reviewed at any time on your request.

Please be aware that a change in service time may result in a different Aged Care Support Worker providing your service

13.2 IF YOU NEED TO MISS A SERVICE

Where possible you should give us at least 24 hours' notice if you will be unavailable on the day or at the time you usually receive your service.

You can leave a message with the office after hours on the answering machine or during business hours you can call the Aged Care Services Coordinator.

If you fail to give 24 hours' notice to cancel your service you will still be charged for the service as stated in your service agreement.

You will not have to pay the charge in the case of an emergency.



13.3 CHANGES TO YOUR SERVICES INITIATED BY NHULUNDU HEALTH SERVICES AGED AND COMMUNITY CARE PROGRAM

There will occasionally be times when we are not able to provide services on the nominated day or time. If this happens we will contact you to reschedule your service.

The Aged Care Services Coordinator will contact you to plan services on or around public holidays to ensure your support continues as appropriate to your needs.

If it becomes necessary to adjust the day or time of your service on an ongoing basis, the Aged Care Services Coordinator will discuss with you and provide as much notice as possible.

14 Interrupting or Ceasing Your Service or Assistance Whilst you are Away or Moving

If you need to interrupt your service at any time due to hospital or social leave or for any other reason it is imperative that you contact our Aged Care Services Coordinator as soon as possible. This will ensure that we are able to give you continuity of care when you return or discuss alternative arrangements

14.1 TEMPORARILY CEASING SERVICE

You must advise our office if you need to suspend your service for any reason. Either you or your representative is responsible for letting us know that your service needs to be temporarily stopped and for how long. Should you need to go into hospital you can organise for your service to be put on hold until you return. If it is an extensive stay, a reassessment may be required before service can start again, as your needs may have changed during this time. In this case please contact our office before you leave hospital so a reassessment can be organised if needed.

If you are absent or out of contact for a period of greater than three months, your service can be terminated or cancelled. If this occurs you will need to reapply before we can start providing services to you again.

14.2 CEASING YOUR SERVICE

You can cancel or stop your service permanently at anytime. Home Care packages will incur an exit fee from your consumer directed care statement as outlined in your service agreement and documented on the My Aged Care Website. If you need service again you can reapply at a later date via the My Aged Care Portal.



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14.3 SERVICES PROVIDED AWAY FROM YOUR HOME

If you go to stay with a family member or take a holiday the Aged Care Services Coordinator may be able to organise for your services to be delivered in that area. If you are thinking of this please give us as much notice as possible. Sometimes it will depend on the availability of services in the area you are going and may not always be possible.

14.4 MOVING HOMES

If you move to another house please contact the Aged Care Services Coordinator to arrange for your services to be delivered in your new home.

Please note that this will require a reassessment by us as the service provided may change based on the layout of your new home.

15 Review, Reassessment & Changes to Your Service

We regularly review your services to ensure the support provided is meeting your needs. If at any time you feel your needs have changed please contact your Aged Care Services Coordinator.

15.1 CONDITIONS REQUIRING A REASSESSMENT OF YOUR SERVICE

A review of your care needs by us may identify the need for a reassessment of your services because the service itself or the way in which we are providing the service no longer meets your needs.

A reassessment may be required if:

- Your carer is no longer able to help you
- There is a change in your physical/medical needs or behaviour that cannot be managed while ensuring your safety and that of the people who care for you

We will contact you to arrange a reassessment of your care needs and will discuss the outcome of that reassessment with you.

15.2 CHANGES TO SERVICES PROVIDED

The outcome of the reassessment could involve the needs for a different type of service or different care options. If your needs can be more appropriately met through other types of service or care. We will discuss these with you and we will give you reasonable notice before changing the services provided.

If we are no longer able to safely meet your needs, we may need to discontinue your service. However we can assist you to access a more appropriate service by referring and supporting your transfer to other internal and external service providers.



15.3 IMPACT ON OTHER MEMBERS OF YOUR HOUSEHOLD

Your service is to meet your individual needs.

If there are other members of your household who require services they should contact us to discuss their individual support needs.

16 Incident Reporting, Investigation & Notification including Emergency Situations

During the course of your care, Nhulundu Health Service Aged and Community Care Program take all necessary measures to ensure your safety and that of our staff.

16.1 INCIDENT REPORTING INVESTIGATION AND NOTIFICATION

All incidents involving consumers are reported and investigated. Corrective measures are undertaken to prevent reoccurrence and to eliminate the risk.

We ensure

- All staff are trained to identify, report and action hazards before they lead to a potential risk situation
- All necessary steps are taken to respond to the situation including the clients immediate needs
- Our staff will report the incident in a timely manner to the consumer and/or their family
- Information reported to the consumer and/or their family will include the contact names and details of the staff member available to respond to any enquiries or concerns
- If further investigation is required or the incident needs to be reported to a third party Nhulundu Health Service will notify the client and/or family
- Nhulundu Health Service will communicate with the consumer and/or their family during the course of the investigation process and will advise on the outcome when the investigation has been completed.

16.2 EMERGENCY SITUATIONS

Our Aged and Community Care Team have procedures to follow if there is an emergency situation in your home or you don't respond to a planned or scheduled visit, and have a duty of care to help you.

Our workers are trained to make you comfortable in the event of an emergency and seek immediate assistance by either dialling 000 for an ambulance and or phoning the Aged Care Services Coordinator. Your emergency contact person may also be contacted.

The Aged Care Services Coordinator will attempt to contact you via telephone and if unsuccessful will call your nominated emergency contact for further advice.

If your emergency contact person cannot be contacted the police can be called to gain access to your premises to make sure you are not injured and unable to seek help.

An initial action plan can be developed with the Aged Care Services Coordinator to take into account your preferences in situations where you do not respond to a scheduled visit. The Aged Care Services Coordinator will ensure that your individual response plan is recorded on your care plan and made available to your Aged Care Support Worker.



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17 Service Pricing and Costs

The service you receive is subsidised by the State and/or Commonwealth Governments. The amount of money you contribute varies depending on the program that subsidises your service.

Your Service Agreement shows the funding program and outlines any costs that you will be required to contribute.

A consumer contribution or co-payment will be calculated according to your income and assets assessment and will be discussed with you prior to you signing the agreement.

If you experience hardship paying your contribution you should contact the Aged Care Services Coordinator to request a review of your contribution amount. You will not be denied service due to a genuine inability to pay your contribution.

If you are required by the Commonwealth Government to pay an Income Tested Fee this must be remitted monthly to Nhulundu Health Service and the only way this figure can be changed is if we receive notification from the Commonwealth.

18 Paying Your Home Care Bill

At the end of each month we will send you an invoice outlining any fees payable. If you are on a home care package you will also receive a Consumer Directed Care Invoice outlining your funding balances. The account can be sent to you or to an authorised person. If you want the account to be sent to an authorised person you need to contact us and let us know. We are still currently accepting monies given to Support Workers.

18.1 PAYMENT METHODS

There are two ways to make payments for your services.

- Direct Debit – where your bank automatically pays your Bill. If you would like to use this process please see the Aged Care Services Coordinator for the relevant documentation.
- Cheque or money order – Simply post your cheque or money order to the address on your Home Care Bill

These payment methods are detailed on your monthly bill.

19 Providing Feedback or Discussing Concerns

19.1 HOW WE DEAL WITH YOUR FEEDBACK OR CONCERNS

We encourage you to give us feedback about our service and welcome Compliments, Complaints and Suggestions regarding our performance. You will receive in your home file a copy of our Compliments, Complaints and Suggestion Form and we ask that should you need to use it that you complete the form and either give to the Aged Care Support Worker in a sealed envelope or post to the office. Any areas for feedback should first be raised with the Aged Care Services Coordinator.

All feedback will be addressed promptly and in a confidential manner. If there is a dispute which cannot be resolved locally, the dispute may be referred by the consumer or the the Client Representative to:

Chief Executive Officer

Phone: 07 4979 0992

Fax: 07 4979 0967

Email: info@nhulundu.com.au

Complaints may also be referred to a number of services as set out below

20.1 Aged Care Complaints Commissioner

The Aged Care Complaints Commissioner receives complaints about aged care services under the Act. Complaints can be made:

- Online to <https://www.agedcarecomplaints.gov.au/raising-a-complaint/lodge-a-omplaint/onlinecomplaints>
- By phone on 1800 550 552.
- Or if you need an interpreter you can phone the Translating and Interpretation Service on 131 450 and ask them to put you through to the Aged Care Complaints Commissioner on 1800 500 552.
- For hearing or speech impaired TTY users phone 1800 555 677 then ask for 1800 550 552.
- For speak and listen users phone 1800 555 727 then ask for 1800 550 552.
- For Internet relay users connect to <https://internet-relay.nrscall.gov.au/>
- In writing to: Aged Care Complaints Commissioner
GPO Box 9848
BRISBANE QLD 4000

20.2 AGED CARE ADVOCACY

Alternatively, you may seek assistance in resolving the dispute or complaint from an independent advocacy service such as:

The Queensland Aged & Disability Advocacy Inc.

Phone: 1800 818 338.

20.3 DEPARTMENT OF COMMUNITIES, CHILD SAFETY AND DISABILITY SERVICES - CENTRAL COMPLAINTS AND REVIEW UNIT

This Feedback area is for Community Care Consumers Use

Phone : 1800 080 464 (freecall)

Email: feedback@communities@qld.gov.au

Address: PO Box 806 BRISBANE QLD 4001

20.4 QUEENSLAND CIVIL AND ADMINISTRATIVE TRIBUNAL (QCAT)

QCAT is an independent tribunal who actively resolves disputes in a way that is fair, just accessible quick and inexpensive

Phone: 1300 753 228

Email: enquiries@qcat.qld.gov.au

Website: www.qcat.qld.gov.au/about-qcat

If you need additional information not covered in this handbook please contact our office using the telephone number listed on the front of this handbook or by visiting www.nhulundu.com.au or our facebook page Nhulundu Health Service.



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Information about other services and program in the community care be found through:

The My Aged Care Contact Centre

Phone: 1800 200 422
Website: www.myagedcare.gov.au

Alzheimers Association Queensland (Dementia Helpline)

Phone: 1800 639 331 (24Hr Helpline)
Email: helpline@alzheimersonline.org

Cancer Council Helpline

Phone: 13 11 20
Website: www.cancer.org.au

Commonwealth Respite and Carelink Centres

Phone: 1800 052 222
Emergency respite support outside standard business hours 1800 059 059

Disability Information Service

Phone: 1800 177 120 (toll free)
Website: www.qld.gov.au/disability

National Continence Helpline

Phone: 1800 330 066
Email: helpline@continence.org.au
Website: www.continence.org.au

National Dementia Helpline

Phone: 1800 100 500
Website: www.fightdementia.org.au

Pallassist –Palliative Care Support and Advice

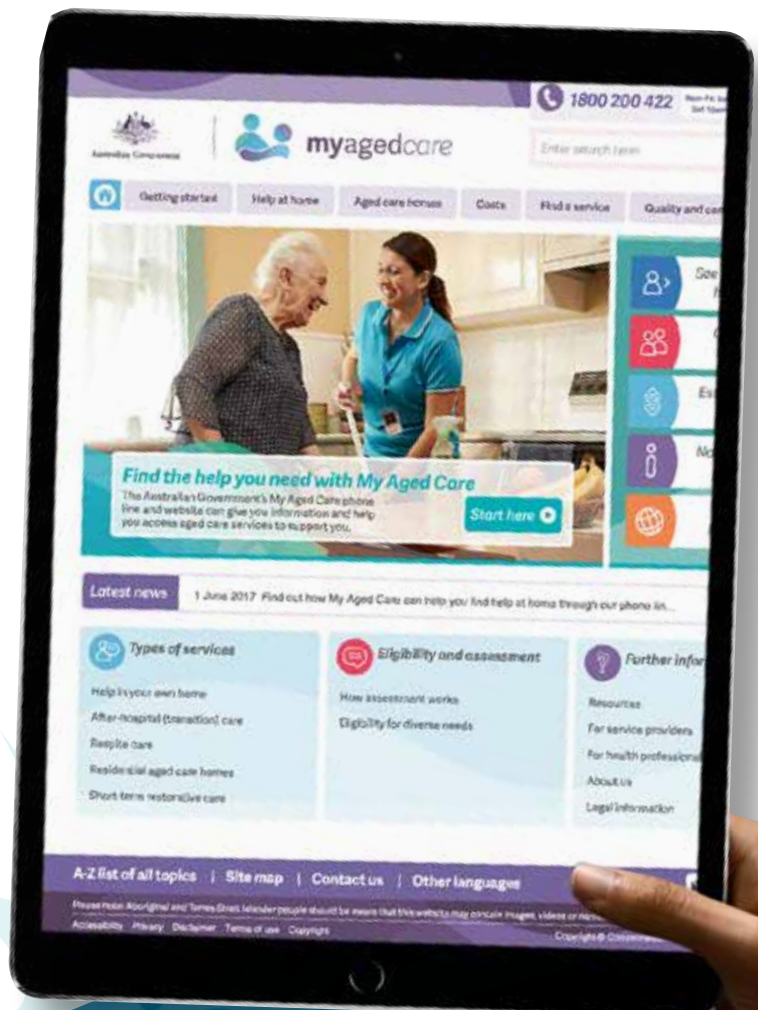
Phone: 1800 772 273 (24hr Helpline)
Website: www.palassist.org.au

Seniors Enquiry Line

Phone: 1300 135 500
Email: sel@community.org.au
Address: PO Box 2376
CHERMSIDE QLD 4032

Elders Abuse Prevention Unit

Phone: 1300 651 192
Email: eapu@uccommunity.org.au



23.1 RIGHTS

Each Care Recipient has the following rights:

General

- 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

- 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
- f) to choose the approved provider that is to provide home care to him or her, and to have flexibility to change that approved provider if he or she wishes.

Consumer directed care - care and services

- 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

- 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

- a) to privacy and confidentiality of his or her personal information
- b) to access his or her personal information.

Communication

- 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

- 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

- 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.

23.2 RESPONSIBILITIES

Each Care Recipient has the following responsibilities:

General

- 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

- 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

- 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
- c) before the care recipient changes approved providers, to tell the approved provider and their staff of the day the care recipient intends to cease to receive home care services from the approved provider.

Access

- 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

- a) 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.

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NHULUNDU
HEALTH SERVICE



NHULUNDU
HEALTH SERVICE



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Gladstone Region Aboriginal and Islander
Community Controlled Health Service Ltd

