



CHRISTIAN BROTHERS
COMMUNITY SERVICES

CONSUMER HANDBOOK



Cherrybrook Christian Care Centre
Cherrybrook



Carinya House
Glenhaven



Groves House
Cardiff Heights



TABLE OF CONTENTS

| | |
|---|-----------|
| CONSUMER HANDBOOK | 1 |
| Table of Contents | 2 |
| 1. Welcome to CBCS | 4 |
| 1.1 Contacting Us..... | 4 |
| 1.2 Our Vision | 5 |
| 1.3 Our Mission..... | 5 |
| 1.4 Our Values And Philosophy Of Care | 5 |
| 2. Our Services..... | 8 |
| 3. Care and Support we Offer..... | 8 |
| 4. Assessment and Reviews..... | 8 |
| 5. Maintaining your Independence..... | 9 |
| 5.1 We work with You | 9 |
| 5.2 How You can Help - Keeping Well | 9 |
| 5.3 Choice and Risk | 10 |
| 5.4 Abuse and Neglect | 10 |
| 5.5 Advance Health Directive/Planning | 10 |
| 6. Support Plan | 11 |
| 7. Residential Care | 11 |
| 8. Consumer Contributions and Charges..... | 11 |
| 8.1 Paying your fees | 11 |
| 9. Equipment | 11 |
| 9.1 Testing of Electrical Equipment | 12 |
| 10. Agreements..... | 13 |
| 11. Delivering Support..... | 13 |
| Access to your room | 13 |
| Alcohol | 13 |
| Hairdressing | 13 |
| Health and Medical Care | 13 |
| Hospitality Unit..... | 14 |
| Housekeeping services | 14 |
| Keeping medications safe..... | 14 |
| Labelling of Clothing | 14 |
| Leisure interests and activities | 14 |
| Mail | 14 |
| Meals | 15 |
| Palliative Approach | 15 |
| Pastoral Support..... | 15 |
| Personal Belongings | 15 |
| Pets | 15 |
| Pharmacy | 16 |
| Safety | 16 |
| Smoking | 16 |

Telephones and internet 16

Voting 16

12. Rights and Responsibilities 17

 12.1 My Rights Under the Aged Care Act 17

 Consumer rights 17

 Consumer responsibilities 17

 12.3 Your Rights under Consumer Law 18

13. Privacy and Confidentiality 18

14. Complaints and Feedback 19

 14.1 Complaints Procedure 19

 14.2 Open Disclosure 20

15. Continuous Improvement 20

16. Advocacy 20

 16.1 Your Right to an Advocate 20

 16.2 What is an Advocate? 21

 16.3 Appointing an Advocate 21

 16.4 Guidelines for Advocates 21

 16.5 Advocacy and External Complaints Contacts 22



1. WELCOME TO CBCS

The staff and management of CBCS welcome you as a consumer of our services and look forward to working with and supporting you to continue to live the best life you can.

1.1 CONTACTING US

Our Office Hours are 8.30am to 5.00pm Monday to Friday.
Key contacts in CBCS are:

| Contact Information – Cherrybrook Christian Care Centre | |
|--|--|
| Phone | General Enquiries: - 9479 8080 Client Services: - 9479 8015 |
| Fax | 9484 8005 |
| Email Address | cccc@cbcs.com.au |
| Postal Address | 3 Kitchener Road CHERRYBROOK NSW 2126 |
| Street Address | 1-5 Kitchener Road CHERRYBROOK NSW 2126 |

| Contact Information – Carinya House | |
|--|--|
| Phone | General Enquiries: - 9849 5100 Client Services: - 9849 5102 |
| Fax | 9849 5103 |
| Email Address | carinya@cbcs.com.au |
| Postal & Street Address | 1A Mills Road GLENHAVEN NSW 2156 |

| Contact Information – Groves House | |
|---|--|
| Phone | General Enquiries: - 4954 1700 Client Services: - 4954 1702 |
| Fax | 4954 1703 |
| Email Address | groves@cbcs.com.au |
| Postal & Street Address | 131 Main Road CARDIFF HEIGHTS NSW 2285 |

If you have concerns about our service please feel free to talk to any of our staff or to ring any of the numbers listed. We value your input and encourage your feedback.



| Contact Information - Administration (Norwest Office) | |
|---|---|
| Phone | 9842 4111 |
| Fax | 9842 4122 |
| Email Address | admin@cbcs.com.au |
| Postal Address | PO Box 7002 NORWEST BC NSW 2153 |
| Street Address | Suite 308 29 – 31 Solent Circuit NORWEST NSW 2153 |
| Web Address | www.cbcs.com.au |

1.2 OUR VISION

Christ's love compels us to care for and enrich our community.

1.3 OUR MISSION

To strive to be connected to the community by being inclusive, valuing all people and demonstrating Christ's love through a continuum of quality care as it is needed.

1.4 OUR VALUES AND PHILOSOPHY OF CARE

In order to fulfil the Mission and Vision statements above, the values that will drive our behaviours as an organisation are:

- **Christian Ethos**

As the name of our organisation implies, we are a Christian organisation and therefore our Christian Ethos is of first importance. For us, this means we believe that all people are created in the image of God and therefore are of great value to Him.

Hence, we have a responsibility to care for all those who are entrusted to us to the best of our God-given ability. This responsibility extends to residents, staff and visitors to our facilities.

Our caring will reflect the attitude of service shown by the Lord Jesus Christ, and the integrity with which He lived.

This Christian Ethos means that the following will be examples of our behaviour in our work:

- We care for all of those entrusted to us to the best of our God-given ability
- We see our work as not "just a job", but as an opportunity to serve others
- Our words and actions are consistent with the Christian principles underlying CBCS
- We can be relied on to act consistently in our relationships with residents, staff and visitors



- **Excellence**

The state or quality that demonstrates that someone or something is of a high standard.

In keeping with the fact that we serve a perfect God, we strive for excellence in all we do. We are not content to be average. We desire to be the best, not for our own satisfaction, but for the good of those we serve and those who serve with us.

Putting this value of excellence into practice means that we:

- Work with others to achieve a common goal – a high standard of care of the elderly residents and the aged in the community
- Regularly appraise our work and the systems of our workplace against that of comparable peer groups and work places
- Actively research new systems and procedures to achieve our goals
- Enthusiastically cooperate and work with others to implement new systems and procedures
- Strive to perform all tasks to the best of our ability, mindful of the need for innovative action and outcomes that demonstrate a high standard of care
- Demonstrate by our words, actions and attitudes our commitment to and belief in the pursuit of excellence, both on a personal and professional level

Part of our pursuit of excellence is seen in the way in which we benchmark our organisation, both its care and its financial performance, against others in the industry. Benchmark results are then reviewed as part of our Continuous Improvement program to ensure that we are making the most of our resources to provide the very best care to our Residents and their families.

- **Respect**

Respect means that we treat all others as important and worthwhile individuals. This involves:

- having a non-judgemental attitude
- treating others as individuals
- loving others
- accepting individuality
- understanding others' needs and meeting those needs

Putting this value of respect into practice means that we:

- seek to understand the motivations and viewpoints of other people
- listen and act considering the motivations and viewpoints of others
- strive to be consistent in our dealings with others
- invite feedback from other staff
- welcome and act on constructive criticism
- demonstrate and encourage innovation within the bounds of reasonable professional practice



- **Care**

Care is at the heart of our business. That is what we are here for.

Supporting, accepting, understanding and empathising with people while being concerned for their well-being.

Putting this value of care into practice means that we:

- provide opportunities for others to express their needs and concerns
- give feedback to others and seek to affirm them
- seek to provide necessary support to others
- attempt to be flexible in the way that I work
- are enthusiastic
- seek to understand others by “putting myself in their shoes”
- provide assistance and support to the people I work with, to enable them to meet the demands of their role

- **Equity**

Equity means nurturing a working and living environment which promotes acceptance based on impartiality, fairness, individuality and non-judgemental attitudes.

When we display equity in the way we work, we:

- accept the individuality of all people and do not criticise them because they are different to us
- actively seek to understand the differences between others and ourselves
- respect an individual’s culture and beliefs, and accept the person’s right to hold those beliefs.
- endeavour not to be judgemental towards any staff member or resident
- endeavour not to display favouritism towards any resident and to treat them all equally and fairly.

Equity is an important aspect in our workplace, leading to harmony and teamwork.

- **Stewardship**

Caring for the physical, financial and human resources of the organisation as if they were my own.

Stewardship means caring for the physical, financial and human resources of the organisation as if they were my own. It comes from the idea of looking after something that belongs to someone else.

We can show that we are good stewards of the organisation’s resources by:

- Showing wisdom and prudence making requests for and allocation of resources;
- Accepting responsibility for the way in which we use the resources available to us;
- Being honest and trustworthy with the resources available to us;
- Not wasting any of the resources available to us; and
- taking care of the environment in which we work.



2. OUR SERVICES

- We provide residential care in our Residential Care Facilities.
- We also provide Independent Living Services adjacent to each of our Facilities.

**You will have been assessed for entry to our services.
If you are not sure of your eligibility to our services please do not hesitate
to speak to the Client Services Officer at any of our facilities.**

3. CARE AND SUPPORT WE OFFER

The services we offer under these programs can include:

- **Personal Services:** assistance with personal activities such as bathing, showering, toileting, dressing and undressing, mobility and communication
- **Social Support:** assists people to participate in community life and develop social connections through group-based activities
- **Nutrition, hydration, meal preparation and diet:** assistance with meals, including special diets for health, religious, cultural or other reasons; assistance with using eating utensils and assistance with feeding.
- **Continence management:** assistance in using continence aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances, and enemas.
- **Mobility and dexterity:** providing crutches, quadruped walkers, walking frames, walking sticks, mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, pressure-relieving mattresses and assistance with the use of these aids.
- **Nursing, allied health and other clinical services:** speech therapy, dietitian, podiatry, occupational or physiotherapy services, support to hearing and vision services and access to other specialist health and well being services as required (fees may apply).
- **Transport and personal assistance:** whilst relatives or friends normally escort consumers, if this is not possible, we can assist with shopping and visiting health practitioners (fees may apply).
- **Management of skin integrity:** assistance with bandages, dressings and skin emollients.

4. ASSESSMENT AND REVIEWS

To receive services from CBCS you will have been assessed by someone organised through My Aged Care. Our staff reviewed the information from My Aged Care at your Service Commencement Meeting and obtained more information from you in order to develop a support plan for you. We will review or re-assess your support whenever you or our staff feel it is necessary or required, and at least once every 12 months.

Reviews and re-assessments allow us to understand your needs, work with you to identify your goals of care and to make sure you are receiving the support you need and want.

We are very aware that every person is different and we encourage you and/or your representatives to tell us about your particular needs, goals and preferences for care and



services. Our staff will discuss these with you at re-assessments and whenever it appears necessary.

We welcome and encourage you to tell us, at any time, about anything you are not happy with or changes you would like.

5. MAINTAINING YOUR INDEPENDENCE

5.1 WE WORK WITH YOU

As part of our approach to the provision of support, we work in partnership with you to meet your changing needs and to maintain your independence. Sometimes this may mean providing more support at times that you need it and at other times reducing support to ensure that you do not lose your independence. Any changes are fully discussed with you before they occur.

Sometimes a person's support needs are greater than we can provide. If this occurs, we will discuss it with you and will arrange a referral to My Aged Care who will organise another service provider who can meet your needs.

5.2 HOW YOU CAN HELP - KEEPING WELL

The most important thing you can do to work with us in maintaining your independence, is keeping well. This can include:

- Make sure you get adequate fluids
- Eat adequate amounts of healthy and nourishing food
- Take your medications as per your doctor's instructions
- Speaking to your doctor or health professional about continence if needed
- Get your vision, hearing and teeth checked regularly
- Avoid infection with good hand hygiene practices, speaking to your doctor about relevant vaccinations and staying away from others with infections
- Learn fall prevention strategies: adequate lighting and footwear, non-slip flooring, use your walking aid and seek support from others for maintenance tasks
- Protect your skin by washing and drying skin thoroughly, moisturising your skin twice a day and seeking advice when you have a skin tear
- Keep as mobile as you can through regular activity
- Do the things you like to do
- Keep alert through learning and doing new things
- Maintain your social connections and make new ones
- Pamper yourself
- Get good sleep and
- Relax.

We can give you information and ideas on how to do these things and more. Just ask any staff person.



5.3 CHOICE AND RISK

CBCS will support you to live the life you choose and recognises that an important part of this is for you to 'do the things you want to do'. If you want to make choices that may involve a risk to your health and/or safety we will discuss with you, the risks and potential consequences to yourself and others, and ways in which the risks can be managed to support your choice.

If your choice presents an unacceptable risk to others, including our staff, and you do not want to modify your choice to manage the risk we may modify or decline to provide any related services until the risk is managed.

Where you choose to take the risk, we will ask you to sign a letter acknowledging that we discussed the risk and potential consequences with you, and that you choose to accept the risk and potential consequences.

5.4 ABUSE AND NEGLECT

You have a right to feel safe, and to live in an environment where you are protected from abuse or neglect. Abuse can be in the form of:

- Financial or material abuse
- Neglect
- Emotional or psychological abuse
- Social abuse
- Physical abuse
- Sexual abuse.

People can be at risk of abuse from family, friends, our staff, other consumers or other people. Whilst we aware that we cannot control all risks to you we are committed to making sure you are safe in our service and with our staff. We may also be able to assist if you experience abuse or neglect outside of our service.

5.5 ADVANCE HEALTH DIRECTIVE/PLANNING

We encourage you to speak with your medical practitioner or health professional to develop an Advance Health Directive/Plan to ensure your wishes regarding health care and treatment are followed.

If you have any concerns about your safety in CBCS or outside, please talk to us as soon as possible. We guarantee your confidentiality as far as possible and we will only provide assistance or take action that you are happy with.



6. SUPPORT PLAN

When you commence services with us we develop a Support Plan with you based on the assessment and support needs identified by My Aged Care and with input from you on your needs and preferences. The Support Plan clearly shows:

- The services you will receive
- Your preferences for how services will be delivered
- Your goals for each service and
- Any special requirements.

The Support Plan is important for ensuring you know what is going on and for staff to know what support to provide to you. The support plan is updated whenever your needs or preferences change. You will always be provided with a copy/access to your up to date support plan.

If you feel your needs have changed, please advise a staff member or contact your Care Coordinator.

7. RESIDENTIAL CARE

Residential care provides 24 hour care at a level suitable to your assessed needs. You have security of tenure in the residential care facility, meaning it is your home, and unless we are unable to provide the level of care and support you need, you can stay. All of your rights are outlined in your agreement that is provided to you prior to admission.

8. CONSUMER CONTRIBUTIONS AND CHARGES

You will have been assessed by the Department of Human Services to ascertain the fees you will be required to pay, that may include a Refundable Accommodation Deposit (RAD) on entering the residential care facility. There are a range of ways to pay your residential fees that will be explained to you before you agree to move to the residential care facility.

8.1 PAYING YOUR FEES

CBCS will provide you with an invoice at the end of each month. You can make payment via direct debit (preferred), or by post or electronic funds transfer. Our staff do not collect money.

9. EQUIPMENT

All equipment purchased by us and provided to support you remains our property and is recorded on an equipment register and maintained as per the maintenance schedule.

Any electrical equipment you bring into the residential aged care facility needs to be checked for electrical safety before use. Our staff will conduct testing and tagging on an annual basis.



9.1 TESTING OF ELECTRICAL EQUIPMENT

Any electrical equipment and leads brought into the Facility must have a tag to show that it has been tested and is certified as being safe. Our staff will test and tag your equipment at the time of admission or any other time when you bring in a new piece of equipment. Our staff will also conduct the annual testing. A \$15 annual fee will apply for this service and will be added to your account.

Requirements for Testing

Under the duty of care for health and safety in the work place, all electrical equipment of the plug-in type is required to be inspected and tested periodically. These tests are to be carried out to the requirements of Australian Standard AS 3760. It is a requirement of the standard that equipment in Aged Care, public areas, offices and staff work areas be tested. This includes equipment belonging to residents.

What Needs to be Tested?

- All portable, hand-held and stationary appliances that plug into a power point via a flexible cord. Examples are TV, radio, electric clock, jug, lamp and hair dryer.
- Extension leads
- Power boards
- 12 volt charging devices

When are Items to be Tested?

- All items must be tested and tagged as safe by a certified tester before they are used. If your items are not tagged when you are admitted, our qualified staff can test them for you.
- It is a requirement that the items be assessed (and possibly re-tested) every 12 months, according to the Standard.

What Items are **NOT** Permitted?

- Double adaptors are not permitted
- 'Piggy-back' plugs are not permitted
- Re-wireable plugs are not permitted unless they are of the clear, see-through type and are undamaged
- Any items that have failed the test must be removed and repaired or replaced. They will be tagged – DO NOT USE on the label.
- Any item that the Resident has failed to demonstrate his or her ability to operate safely.
- Fan Heaters or Radiators



10. AGREEMENTS

Residential care consumers have a Consumer Agreement that outlines the conditions of care in the residential care facility. You will receive two copies of the agreement and you/your legal representative are encouraged to sign them and return one copy to the facility for filing. You are not required to sign, but care and services will be delivered in line with the information contained in the agreement.

11. DELIVERING SUPPORT

When living in the residential care facility, we support and encourage you to live the life you want to with consideration to living communally with others.

We encourage you to bring your own belongings and some small pieces of furniture such as a TV and chair. We encourage you to check with the Facility Manager before moving any furniture, as there is a limit to the amount of furniture that may be safely used in each room.

Your family and visitors are welcome. You have the right to make decisions about your care and support and we will always consult with you about your choices.

Access to your room

Management of the residential facility has a master key to all rooms, but rooms will not be accessed without permission or good reason (to provide care/service or emergency support). Others, such as family and friends will only be granted access to the consumer's room with the consumer's permission (for example, if the consumer is in hospital).

Alcohol

You can consume alcohol to a level that does not impact on others in your own private room, however, not in the common areas.

Hairdressing

A hairdresser visits the facility each week and you may arrange an appointment personally or through a representative. We will pay the hairdresser on your behalf and add the cost of this service to your account.

Health and Medical Care

As a resident of the Facility you may like to have your own doctor, provided he/she elects to come to the Facility (some doctors may not come to the facility due to distance). If this is not possible, the Facility Manager will discuss a suitable alternative with you and advise you on selecting another doctor.

Physiotherapy assessments are part of the care offered at the Facility and are included in the daily care fees. You may be required to pay additional fees for Physiotherapy Services that are not covered by the aged care funding. Your Facility Manager will discuss the options with you prior to making the arrangements.



A Podiatrist visits the Facility every four weeks. Appointments are made for those residents who require this service (fees may apply).

We will endeavour to provide the best possible medical care within our capabilities and resource limits. There may be times where the most appropriate course of action is to call an ambulance and send you to hospital. Please note as your room is being held until you return, fees are still payable while you are in hospital.

Hospitality Unit

A small Hospitality Unit has been set up in the Elouera Gardens Retirement Village area within short walking distance of Cherrybrook Christian Care Centre (CCCC) and only a short drive from Carinya House or Glenhaven Gardens, for use by family and friends of both Residential Care and Retirement Village residents requiring short term accommodation when visiting. The Hospitality Unit can accommodate up to 4 people and is cleaned prior to and after a guest departs. Fresh linen and towels are provided.

Bookings can be made through the Client Services Officer, the Cherrybrook Christian Care Centre Administration Assistant or Head Office.

Housekeeping services

We provide housekeeping services including cleaning and laundry services. We ask that you mark all clothing; we can provide this service if required. (See Labelling of Clothing)

Keeping medications safe

If you self medicate, we require medications be locked in the drawer in your room at all times to prevent potential access and harm to others.

Labelling of Clothing

To avoid the possibility of clothing being lost in the wash, we ask that all clothing be properly labelled with the owner's name. Labels can be provided at a reasonable cost.

Leisure interests and activities

We offer a range of leisure interests and activities through the program advertised around the facility. The program is devised through consumer input and with consideration to promoting health and well being. There are also outings and opportunities to engage with the broader community. Therapeutic activities are also offered if relevant to you; the Diversional Therapist will consult with you about your needs to develop a suitable support plan.

Mail

Mail can be left in the mail box at the main administration desk each day for posting. Incoming mail is delivered to residents each day. Please arrange to have any mail to you addressed as follows:-



Your Name
 Room Number
 The Facility Name
 Address (as per contacts page in this handbook).

Meals

Meals are cooked fresh on the premises in our modern hygienic kitchen, which provides three well balanced meals daily. Morning and afternoon tea are served in the dining rooms and lounge rooms conveniently located throughout the facility.

Mealtimes are encouraged as a time to socialise with others if you wish.

Your dietary preferences and needs will be accommodated.

Palliative Approach

We aim to improve your quality of life when there is a life-limiting illness and support your family. We do this by reducing suffering through early identification, assessment and treatment of pain, physical, cultural, psychological, social and spiritual needs. A palliative approach is not confined to the end stages of an illness. Instead it provides a focus on active comfortable care.

Pastoral Support

We offer you the choice of being visited by a member of our Pastoral Support Team as well as weekly Church services and short Christian devotions which are held daily.

Personal Belongings

You are encouraged to bring some personal belongings to help you feel at home. However, Fire Department regulations state that bedspreads and doonas must be of a fire retardant material and doonas filled with down. (The bedspreads provided by the Facility are recommended.)

We take responsibility for your personal laundry, but relatives are welcome to do it if you choose. However, as we have many consumers in our care, it is important for all clothing to be clearly marked (we can provide labels at a reasonable charge). We take as much care as we can, but take no responsibility for loss or damage. Relatives are asked to keep a check on clothes and repair or replace as necessary.

The facility provides all consumers with a bedside table containing a lockable drawer for valuables although we recommend that items of significant monetary value are not brought into the Facility.

Pets

You may keep fish in your room at any time, without the need to let us know or get our consent.



For the safety of other residents, no other animals (including cats or dogs) are to be kept in your room or brought onto common areas at any time without our approval.

We welcome visiting pets under the control of their owner who is responsible for cleaning up after them and not bringing them into the dining room or kitchen areas.

Pharmacy

All medications are provided by an accredited pharmacist. An itemised monthly invoice will be sent to you directly from the Pharmacy. A Clinical Pharmacist regularly reviews the medications of all residents and recommends any changes to the attending doctor.

Safety

You have access to a call bell in your room, bathroom and in communal areas. If you cannot access the call bell due to mobility or dexterity issues, we will provide you with an accessible call bell. Staff receive training in the importance of responding promptly to call bells and we monitor our performance in this area through ongoing call bell audits.

CBCS Facilities comply with the fire safety certification requirements with regular inspections and ongoing monitoring. Staff receive Emergency and Evacuation training annually and there are emergency maps throughout the facility. Please stand by for instructions from Staff in the event of an emergency.

Smoking

Smoking is NOT permitted within buildings, including resident rooms and common areas. You have the right to smoke outside at least 5m from the building to ensure there is no impact on others. If you need support to smoke safely, we will provide this.

Telephones and internet

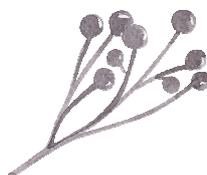
You can use your own mobile phone or CBCS can provide a low cost telephone service to residents via the CBCS telephone system. Connection to the CBCS telephone system can be arranged and a telephone number will be allocated and advised when the telephone has been connected.

You may be able to use your own handset – you can make enquires with the Client Services Officer and the Maintenance Manager regarding this.

There is free Wi-Fi available in the facility. Restrictions on data downloads may apply.

Voting

We support you to vote during elections once you have changed your address with the electoral commission.



12. RIGHTS AND RESPONSIBILITIES¹

As a consumer you have both rights and responsibilities.

12.1 MY RIGHTS UNDER THE AGED CARE ACT²

Consumer rights³

Consumers have the right to:

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

Consumer responsibilities⁴

We value consumer input and participation in determining the services provided and how consumers receive them, and we have included the following responsibilities for consumers partnering with us in care and services. The consumer:

1. Respects the rights of staff to work without exploitation, abuse, discrimination or harassment
2. Respects the rights of other consumers to receive care and support without exploitation, abuse, discrimination or harassment

¹ Australian Government Department of Health Charter of Aged Care Rights (Effective 1 July 2019)

² Australian Government Department of Health Charter of Aged Care Rights (Effective 1 July 2019)

³ Australian Government Department of Health Charter of Aged Care Rights (Effective 1 July 2019)

⁴ Adapted from the Australian Government Charter of Rights and Responsibilities Home Care 2017



3. Accepts responsibility for their actions and choices
4. Respects Facility Rules per the Resident and Accommodation Agreement
5. Participate in and express their needs, preferences and any concerns regarding the care and services they receive.

12.3 YOUR RIGHTS UNDER CONSUMER LAW

In addition to your rights under the Aged Care Act 1997 and other relevant legislation, we ensure the following under Australian Consumer Law⁵:

You have a right to:

- clear, honest and complete information about the services provided to you, including information displayed on the My Aged Care website
- time to make your decisions and ask for help if you need to
- no pressure selling of services
- all the terms in your agreements are fair for all parties
- a clear and easy dispute resolution process.

13. PRIVACY AND CONFIDENTIALITY

***CBCS is committed to protecting your privacy and confidentiality.
We comply with the Privacy Act 1988, Privacy Amendment (Enhancing
Privacy Protection) Act 2012 and the Australian Privacy Principles.***

To ensure your privacy:

- Your files and other information are securely stored
- We only collect information about you that is relevant to the provision of support and we explain to you why we collect the information and what we use it for
- We seek consent from you to, in an emergency, disclose personal information to other health service providers to provide emergency care or services
- We seek consent from you to provide access to your records to government officials (or their delegates) for quality reviews or the investigation of complaints. We advise you that these individuals are required to keep all information accessed through this process confidential
- Information provided to government bodies regarding service provision does not identify you. If any information is provided to outside government agencies for data purposes, we ensure that the information is de-identified and we make a note in your record of what information was shared and to whom
- You can withdraw consent to share personal information at any time
- You can ask to see the information that we keep about you and are supported to access this information if requested, within 30 days of the request. Information is provided in a format accessible by you. You can nominate a representative to access your records held by CBCS
- All information relating to you is confidential and is not disclosed to any other person or organisation without your permission

⁵ Australian Government Competition and Consumer Act 2010



- We only share information when it is necessary to ensure appropriate support is delivered and only with your permission/consent beforehand
- The provision of information to people outside the service is authorised by the Team Leader
- We do not discuss you or your support with people not directly involved in supporting you
- We take steps to correct information where appropriate and regularly review your information to ensure it is accurate and up to date
- Reviews are always conducted in private with you and our staff member unless you consent to your carer, advocate or other person being present
- During your reviews our staff member asks you about any particular privacy requirements you have such as a preference for a male or female support worker. These are noted on your assessment form and support plan
- Any discussions between staff about you are held in a closed office
- You are supported by us should you have a complaint or dispute regarding our privacy policy or the management of your personal information
- Any references to you in meeting minutes refer to you by initials only or another unique identifier, such as your consumer number.
- We confidentially destroy any personal information held about you when it is no longer necessary to provide support.

14. COMPLAINTS AND FEEDBACK

CBCS encourages you to provide feedback on the support we provide. This assists us to better meet your needs and to plan for the future.

If you are unhappy with any of the services you receive, please let us know. If you do not feel comfortable with the Support Worker who visits you, please let management know and a change of staff can be arranged if necessary. We have continuous improvement processes in place that use your feedback to improve our services.

Similarly, we enjoy hearing when we do things well; feel free to provide compliments about our service.

All complaints and feedback are treated in confidence and will not affect the quality of support you receive or any other dealings you have with CBCS.

14.1 COMPLAINTS PROCEDURE

- You are encouraged to raise your complaint with the staff member concerned if you feel comfortable to do so.
- If you are not happy to discuss the issue with the staff member or are not satisfied with the outcome you can contact the appropriate management representative. If your complaint concerns the Team Leader you can contact the responsible Coordinator / Manager directly. Remember that you can use an advocate to assist you. Phone numbers are listed above in 1.1 Contacting Us. We will always practice open disclosure and be open and transparent in sharing with you any elements of your complaint or care.



- The Team Leader will liaise with the Coordinator and Manager to work to resolve the complaint.
- If the issue is not satisfactorily resolved you can submit your complaint in writing to the General Manager or the Board of Directors, P O Box 7002, Norwest BC NSW 2153.
- We are happy to assist you with this if you phone the office.
- If you are unhappy with the responsible Coordinator or Manager's decision you may wish to contact one of the advocacy and external complaints contacts listed over the page. Again, we can help you with this.
- Once your complaint has been finalised someone from CBCS will be in touch to make sure you still feel comfortable to access support and to ask for your feedback on the complaint process.

Remember that you can use an advocate to assist you with your complaint.

14.2 OPEN DISCLOSURE

Open disclosure is a process that occurs, if when we deliver a service, harm could have or did occur.

It involves an open and honest discussion/s and sharing of information between the consumer and staff, including senior management.

We participate in open disclosure to ensure we improve and prevent any recurrence of future incidents.

15. CONTINUOUS IMPROVEMENT

We pride ourselves on working with consumers to improve our services. We have a range of mechanisms to foster improvement including welcoming feedback from all stakeholders, reviewing our performance through monitoring and measuring outcomes, conduction audits and surveys, participating in external reviews of our performance against the Aged Care Quality Standards, holding focus groups and fostering input from consumers and staff on our operations and strategic direction and meeting regularly with consumers. Let us know if you would like to be further involved in our continuous improvement.

16. ADVOCACY

16.1 YOUR RIGHT TO AN ADVOCATE

You have a right to use an advocate of your choice to negotiate on your behalf with CBCS. This may be a family member, friend or advocacy service. A list of advocacy services is provided below. We can help you contact a service if you like.



16.2 WHAT IS AN ADVOCATE?

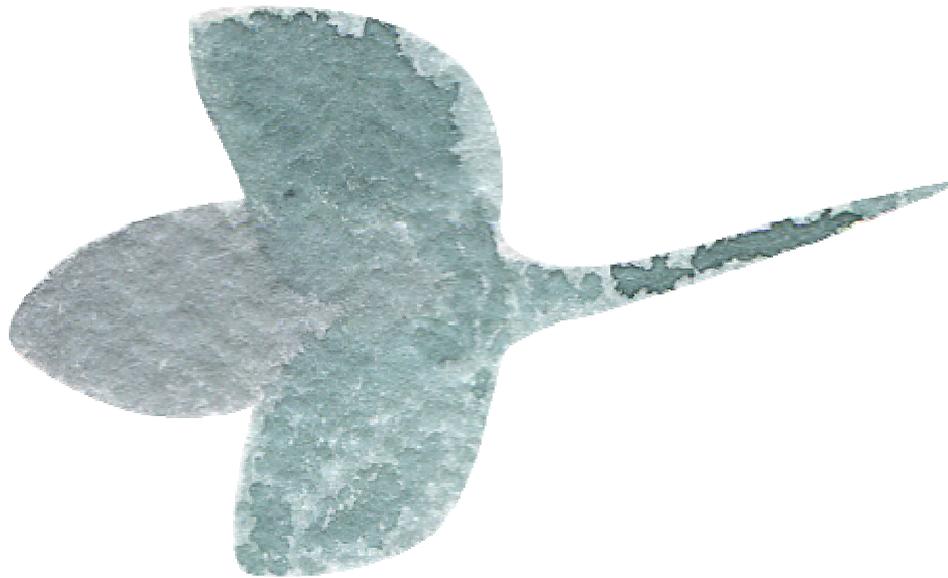
An advocate is a person who, with your authority, represents your interests. Advocates may be used during assessments, reviews, and complaints or for any other communication between you and CBCS.

16.3 APPOINTING AN ADVOCATE

If you wish to appoint an advocate let us know in writing the name of the person you wish to be your advocate. You can use the form - Authority to Act as an Advocate. You can change your advocate at any time using the Authority to Act as an Advocate form.

16.4 GUIDELINES FOR ADVOCATES

Guidelines for advocates are included with the Authority to Act as an Advocate form for you to pass on to your advocate.



16.5 ADVOCACY AND EXTERNAL COMPLAINTS CONTACTS

Advocacy and external complaints contacts available to consumers include:

| Agency | Contact details |
|---|--|
| Aged Care Quality and Safety Commission GPO Box 9819 In your Capital City 9.00 am-5.00 pm weekdays. | Ph: 1800 951 822 Email: info@agedcarequality.gov.au Online complaint form: www.agedcarequality.gov.au |
| Seniors Rights Service Level 4, 418A Elizabeth St, Surry Hills NSW 2010 | Freecall: 1800 424 079 Web: https://seniorsrightsservice.org.au/ |
| Ombudsman NSW Level 24 580 George Street Sydney NSW 2000 <u>Complaint enquiries:</u> 9am – 4pm Monday to Friday - Please call first to check your complaint is within our jurisdiction. <u>Reception hours:</u> 9am – 5pm Monday to Friday | Ph: 02 9286 1000 Freecall: 1800 451 524 Translating and Interpreter Service (TIS) 131 450 If you are deaf, have a hearing impairment or speech impairment, contact us through the <u>National Relay Service</u> : Speak and Listen users phone 1300 555 727 then ask for 02 9286 1000. <u>NRS Internet relay</u> users connect then ask for 02 9286 1000 |
| OPAN – Older Persons Advocacy Network | Freecall 1800 700 600 8am – 8pm Monday to Friday Your call will be answered in each state by the Older Persons Advocacy Network organisation in your state/territory. or website: www.opan.com.au |

