



KURRNULLA ABORIGINAL CORPORATION

CONSUMER HANDBOOK

Kurrnulla Aboriginal Corporation

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1. WELCOME TO KURRANULLA ABORIGINAL CORPORATION

GNARRA CHSP ABORIGINAL PROJECT

The staff and management of Kurranulla Aboriginal Corporation 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

Key contacts in Kurranulla Aboriginal Corporation are:

Contact Person	Phone Number	Email
Manager	02 9528 0287 0447 579 900	manager@kurranulla.org.au
Aged & Disability Team Leader	02 9528 0287	leanne@kurranulla.org.au
Administration Officer Transport Social Support Social Support Groups	02 9528 0287	admin@kurranulla.org.au
Assistance with Care & Housing	02 9528 0287	community1@kurranulla.org.au
Ladies Group Coordinator	02 9528 0287	Socialsupport2@kurranulla.org.au

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

1.2 OUR VISION

As a regional leader, we the Kurranulla Aboriginal Corporation aim for reconciliation, recognition and opportunities to provide better futures for the young and the old, the fortunate, the disadvantaged, for men and women alike.

Bound by unity and driven by the strength of our culture we seek to reinforce existing partnerships whilst forging new kinships with those who wish to join us in our vision.

Our vision is to be a quality provider of services to maintain frail aged people, living in their own homes and actively participating within their community.

1.3 OUR OBJECTIVES

Our objectives are:

- To support frail, older people to stay living in their own homes for as long as they can and wish to do so
- To support family or other primary care givers in their role and
- To operate Kurranulla Aboriginal Corporation in an effective, efficient and accountable manner in partnership with our consumers and staff.

1.4 OUR PHILOSOPHY

Kurranulla Aboriginal Corporation believe in:

- The right of people to make informed choices and maintain their independence in their own lives
- The right of people to dignity, respect, privacy and confidentiality
- The right of people to be valued as individuals
- The right of people to access services on a non-discriminatory basis, and
- The right of the community to receive accountable and responsive services.

2. OUR SERVICES

Kurranulla Aboriginal Corporation provides Commonwealth Home Support Program services (CHSP).

The services we offer under Commonwealth Home Support Program services (CHSP) include:

- **Assistance for Care and Housing:** Supports those who are homeless or at risk of homelessness, to access appropriate and sustainable housing as well as community care and other support services.
- **Social Support – Group:** Assists people to participate in community life and develop social connections through group-based activities.
- **Social Support – Individual:** Assists people individually to participate in community life and feel socially included.
- **Transport:** Assistance and support to access the community

You will have been assessed by My Aged Care for one of these CHSP programs.

If you are not sure of your program please ask us.

3. OUR SUPPORT PROGRAMS

- Gnarra CHSP Aboriginal Centre Based Day Services
- Gnarra CHSP Aboriginal Men's Group
- Health and Wellbeing
- Excursions – Day trips

***Services are generally provided Monday to Friday from 8.30am to 4.00pm.
Weekend support is provided for specific consumers.***

4. ASSESSMENT AND REVIEWS

To receive services from Kurranulla Aboriginal Corporation you would 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. If your needs change significantly, we may refer you back to My Aged Care for a new assessment.

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
- Consider a personal alarm to notify others if you fall or are concerned
- 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

Kurranulla Aboriginal Corporation 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 are 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 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 Kurranulla Aboriginal Corporation 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
- The days and times services will be delivered
- 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 of your up to date support plan.

If you feel your needs have changed, please advise a staff member or contact the Team Leader – Aged & Disability.

7. COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)¹

The CHSP is designed to provide small amounts of support services in a timely manner to older people who have difficulty carrying out activities of daily living due to functional limitations.

In delivering care and services to you we follow the principles identified by the Australian Government. These include:

- Making sure you consent to receive services before we provide them
- Promoting opportunities for you to maximise your independence, autonomy and quality of life through:
 - providing opportunities for you to be actively involved in addressing your goals

¹ Australian Government Department of Health CHSP – Update for Service Providers 23 August 2018 Clarification of CHSP Eligibility Criteria

- working with you to retain or regain your functional and psychosocial independence, and
- working with you to build on your strengths, capacity and goals
- Providing services tailored to your unique circumstances and preferences
- Making sure that you have maximum choice and flexibility through providing and explaining information to you and involving you in any decisions made about your care and services
- Inviting you to identify your preferences in service delivery and where possible meeting your preferences
- Making sure services are delivered in line with your agreed support plan and that the needs identified in your My Aged Care assessment are met
- Delivering responsive services to you for an agreed time period and with agreed review points
- Supporting you to participate in community and social opportunities that provide a sense of purpose and confidence
- Developing and promoting strong partnerships and good working relationships between you, your carers and family, support workers and the My Aged Care assessment service
- Working with other agencies to make sure you can access needed support services
- Having a clear fees policy and making you aware of any contributions you have to pay before delivering services to you.

If you feel that we are not meeting these principles, please let us know so that we can do better.

8. CHANGING PROVIDER

You are able to choose a home care provider that best meets your goals and needs, and to change your provider if you wish: for example, if you move to another area to live.

8.1 CHANGING YOUR COMMONWEALTH HOME SUPPORT PROGRAM PROVIDER

To change your CHSP provider you simply need to arrange a new provider and tell us the date for your last service with Kurranulla Aboriginal Corporation. We will advise any fees that need to be paid by you or refunded to you.

You are welcome to take a copy of your Support Plan to your new provider and they are welcome to contact us, with your written consent, for any additional information.

9. CONSUMER CONTRIBUTIONS AND CHARGES

9.1 COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

i) Your contributions

Consumers are required to pay a small contribution for the support they receive from Kurranulla Aboriginal Corporation for home support services, if they can afford to. A schedule of the fees will be provided to you at your Commencement Meeting. You can at any time contact the office for an up to date schedule of fees.

Our fees are revised twice per year, in line with adjustments made by the Government to the Aged Care Pension in March and September, and with consideration to your ability to pay. We will advise you of any changes.

You are most welcome to discuss your contribution level or any changes to it with us.

ii) Income assessment

We ask Commonwealth Home Support (CHSP) consumers to complete an income assessment in order to determine the contribution to be paid. Our Team Leader will run through this with you at your Commencement Meeting or whenever your services are reviewed. You are asked to advise us of any changes in income within 30 days of the change.

iii) Contribution reduction

We recognise that the circumstances of some people may make it difficult to pay the contribution for support. If you are experiencing difficulties, you can request a contribution reduction by completing a Contribution Reduction Form. In assessing your request, we consider your income, household circumstances and any other special circumstances or hardships that make it difficult for you to pay. You will be advised of the result of your request within 15 working days.

iv) Appeal

If you are unhappy about the result of your contribution assessment or application for a contribution reduction you can appeal. Advise the Team Leader directly and they will provide you with information on the appeals process. The Manager Kurranulla Aboriginal Corporation will make the final decision. You will be advised in writing within 30 days of the date of appeal. If you wish to take the matter further, we can give you a list of agencies who can assist and we can also help you to contact them.

v) Paying your contribution

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

vi) Our Fees CHSP clients (April 2020)

Transport One Way	\$10.00
Transport Return	\$15.00
Social Support Individual	\$15.00 per hour
Social Support Group Outings	\$20.00 per day
Social Support Group at KAC	\$15.00 per day

Fees are not required for our Assistance with Care & Housing (ACH) Program

vii) Our Fees Home Care Package (HCP) clients

Kurranulla Aboriginal Corporation is not currently an Approved Provider to manage clients Home Care Packages. Clients who have a HCP with another Approved Provider example with Australian Unity, may purchase services from KAC. Fees will vary and be negotiated with the client’s package holder.

10. 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.

11. HOME CARE

11.1 COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

CHSP consumers are provided with a Commencement of Service Letter that specifies the services provided, the costs and some information about the Consumer Handbook. Detailed information on days and times of service delivery is included on a copy of your Support Plan, which is provided with the Commencement of Service letter.

12 DELIVERING SUPPORT

12.1 KEEPING APPOINTMENTS

Our Support Workers work to a tight schedule which makes it difficult to accommodate short notice changes to appointments. Except in the case of emergencies, a week's notice is required of a change. If we are unable to schedule a new appointment you may have to wait for your next scheduled visit (except where lack of support may impact directly on your wellbeing, such as nursing services).

If you are not home when the Support Worker arrives, we may require payment for that visit as we still need to pay the Support Worker for the time. We will talk with you about what you want us to do if you do not respond to a scheduled visit: e.g. contact your next of kin. This will be recorded on your support plan so staff know what action to take.

If you are unable to keep an appointment, please ring the office. The more notice you give us, the better the chance of re-scheduling your appointment.

12.2 RESCHEDULING OF SUPPORT VISITS

On rare occasions Kurranulla Aboriginal Corporation may need to reschedule or cancel a support visit due to unforeseen staff shortages. If this happens we will telephone you as soon as possible to let you know and will endeavour to arrange a new time for the visit.

12.3 SMOKING

All of our staff and volunteers are not permitted to smoke in people's homes.

We also request that you do not smoke when a staff member or volunteer is in your home and that you do not smoke in the day centre or in staff and volunteer's vehicles.

12.4 DOGS

As the behaviour of dogs can be unpredictable, we ask you to make sure that any dog, other than an assistive dog, is restrained while the Support Worker is in your home. Our staff are instructed to leave a home if the dog is not restrained.

12.5 CHEMICALS IN THE HOME

Our staff may be exposed to chemicals every day due to their work, so we insist that they do not work with hazardous chemicals in your home. Support workers are not permitted to use products containing bleach or any corrosive chemicals such as oven cleaners. Simple detergents and non-hazardous chemicals can be used by support workers.

All cleaning products have instructions for use on them and advise if the product is hazardous. Purchase non-hazardous chemicals for the support workers to use. Support workers will use the appropriate personal protective equipment, such as gloves when using certain products.

13 AGED CARE RIGHTS

13.1 CHARTER OF AGED CARE RIGHTS ²

I have the right to:

1. safe and high-quality care and services.
2. be treated with dignity and respect.
3. have my identity, culture and diversity valued and supported.
4. live without abuse and neglect.
5. be informed about my care and services in a way I understand.
6. access all information about myself, including information about my rights, care and services.
7. have control over and make choices about my 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 my daily life, financial affairs and possessions.
9. my independence.
10. be listened to and understood.
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf.
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly.

² Charter of Aged Care Rights: <https://www.agedcarequality.gov.au/consumers/consumer-rights#charter%20of%20aged%20care%20rights>

13. personal privacy and to have my personal information protected.
14. exercise my rights without it adversely affecting the way I am treated.

13.1.1 CONSUMERS

As a consumer, you have the option of signing the Charter of Aged Care Rights (the Charter). You can receive care and services even if you choose not to sign.

If you decide to sign the Charter, you are acknowledging that your provider has given you:

- information about your rights in relation to the aged care service;
- information about your rights under the Charter; and
- a copy of the Charter signed by your provider.

13.2 AS AN AGED CARE CONSUMER YOU HAVE RESPONSIBILITIES

All people involved in aged care – consumers, their families, carers, visitors and the aged care workforce – must respect and be considerate of each other.

You should be mindful of the effect of your behaviour on others, always keeping their rights in mind.

At times, your rights may compete with the rights of other consumers, family members or staff. When this occurs, the consumer and the service provider need to communicate openly and honestly about these competing rights and work together to come to a solution.

13.2.1 YOUR RESPONSIBILITIES

- **Respect** – Treat others with respect
- **Safe environment** – Respect the rights of staff to work in a safe environment
- **Information** – Assist your provider by giving relevant information
- **Fees** – Pay agreed fees on time

13.3 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 Law³:

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

³ Australian Government Competition and Consumer Act 2010

- no pressure selling of services
- all the terms in your agreements are fair for all parties
- a clear and easy dispute resolution process.

14. PRIVACY AND CONFIDENTIALITY

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 Kurranulla Aboriginal Corporation
- All information relating to you is confidential and is not disclosed to any other person or organisation without your permission
- 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.

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Kurranulla Aboriginal Corporation 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.

15. COMPLAINTS AND FEEDBACK

Kurranulla Aboriginal Corporation 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 the Team Leader 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 Kurranulla Aboriginal Corporation.

15.1 COMPLAINTS PROCEDURE

1. You are encouraged to raise your complaint with the staff member concerned if you feel comfortable to do so.
2. 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 Team Leader. If your complaint concerns the Team Leader you can contact the Manager directly. Remember that you can use an advocate to assist you. Key staff 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.
3. The Team Leader will liaise with the Manager to work to resolve the complaint.
4. If the issue is not satisfactorily resolved, you can submit your complaint in writing to:

Manager Kurranulla Aboriginal Corporation

15 Jannali Ave., Jannali NSW 2226

5. We are happy to assist you with this if you phone the office.
6. If you are unhappy with the Manager's decision you may wish to contact one of the advocacies and external complaints contacts listed over the page. Again, we can help you with this.
7. Once your complaint has been finalised someone from Kurranulla Aboriginal Corporation 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.

15.2 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.

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 Kurranulla Aboriginal Corporation. 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 Kurranulla Aboriginal Corporation.

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
Seniors Rights Service Level 4, 418A Elizabeth St, Surry Hills NSW 2010	Freecall: 1800 424 079 Email: info@seniorsrightsservice.org.au Web: https://seniorsrightsservice.org.au/
Aged Care Quality & Safeguards Commissioner (Commonwealth Home Support Programme services) GPO Box 9848 In your Capital City 8.30 am-5.00 pm weekdays, 10.00 am-5.00 pm AEST weekends and public holidays. After hours calls will be returned as quickly as possible.	Ph: 1800 550 552 Email: https://www.agedcarequality.gov.au/making-complaint/lodge-complaint
Carers NSW Level 10 / 213 Miller Street North Sydney NSW 2060	Ph: 02 9280 4744 Fax: 02 9280 4755 Freecall:1800 242 636 (24 Hour) 1300 CARERS (227377) Web: https://www.carersnsw.org.au/
NDIS Quality and Safeguards Commission PO Box 210 Penrith NSW 2750	Freecall: 1800 035 544 (free call from landlines) TTY: 133 677 Email: contactcentre@ndiscommission.gov.au Web: https://www.ndiscommission.gov.au/
Health Consumers' Council NSW (Inc) Suite 3/Level 8, 280 Pitt Street, Sydney NSW 2000	Ph: (02) 9986 1082 Email: info@hcnsw.org.au Web: https://www.hcnsw.org.au/
Older Persons Advocacy Network	Ph: 1800 700 600
Ombudsman New South Wales Level 24 580 George Street Sydney NSW 2000	Ph: 02 9286 1000 Free Call: 1800 451 524 (Country Callers) Email: nswombo@ombo.nsw.gov.au Web: https://www.ombo.nsw.gov.au/
Ageing & Disability Commission Abuse Helpline	Free Call: 1800 628 221 Email: nswadc@nsw.gov.au