



Gnarra Commonwealth Home Support Program (CHSP) Client Information Booklet

About CHSP

Charter of Aged Care Rights

CHSP Service Agreement

Kurranulla Aboriginal Corporation is a provider of Commonwealth Home Support Program (CHSP) services to eligible older people living in South East Sydney.

This booklet provides important information about CHSP* and explains what you can expect when you are receiving support from Kurranulla Aboriginal Corporation Aged Care Services.

It explains your rights and responsibilities and the obligations of our Aged Care Service.

This booklet also contains a formal **CHSP Service Agreement** between you and Kurranulla Aboriginal Corporation Aged Care Service.

Key contacts:

Manager - Wendy French	9528 0287 or manager@kurranulla.org.au
Aged Care Project Officer - Shanelle Beazley	9528 0287 or shanelle@kurranulla.org.au
Aged Care Group Coordinator – Ann-maree Webb	9528 0287 or ann-maree@kurranulla.org.au

*Terms used:

Client - The person receiving CHSP services – also referred to as “**YOU**” in this booklet.

CHSP Service / CHSP Service Provider / Service Provider - An organisation engaged by the government to deliver CHSP – also referred to as “**Kurranulla Aboriginal Corporation**” or “**KAC**” in this booklet.

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Welcome to Kurranulla Aboriginal Corporation

Our Vision

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 at Kurranulla is to provide high-quality culturally appropriate services to achieve meaningful and long-lasting outcomes for the local Aboriginal community living within South East Sydney.

As a regional leader, 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.

Our Philosophy

Kurranulla Aboriginal Corporation believe in:

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

Part 1 About the Commonwealth Home Support Program (CHSP)

What is the Commonwealth Home Support Program (CHSP)?

Kurranulla Aboriginal Corporation (KAC) understands how important it is for people who are getting older to stay living in their own home, connected to their community and to country.

But sometimes, people may need a bit of help to be able to stay living at home and living the life they want.

CHSP provides small amounts of basic support to assist older people aged 65 years and over (50 years and over for Aboriginal and Torres Strait Islander people) to remain living at home and in their community.

CHSP services may be short-term, on and off, or ongoing. The program has a strong focus on activities that support independence and maintaining social connections and reflects each person’s individual goals and choices.

About our Gnarra Commonwealth Home Support Program (CHSP)

“Gnarra” is an Aboriginal word from the Sydney area and means **“To listen – to hear”**. “Gnarra” symbolises Aboriginal values that are central to Kurranulla’s approach: “To listen – to hear” the messages from Aboriginal and Torres Strait Islanders in the Sutherland Shire and St George area will lay the foundation stones for the right approach to accessing services.



How can I get services through CHSP?

Entry into the CHSP is through **My Aged Care** – you can find the My Aged Care website at www.myagedcare.gov.au or call the contact centre (1800 200 422).

KAC can assist you to contact My Aged Care, including arranging for an interpreter if required. KAC can also assist you and your family, carers or others you choose to involve, to understand the outcome of the **Regional Assessment Services (RAS)** assessment and the process for receiving CHSP.

Once you contact My Aged Care, they will arrange for you to have a Home Support Assessment for the CHSP which is conducted by the My Aged Care RAS.

Your RAS assessor will work with you to identify your needs and concerns, as well as your goals and aspirations. A Home Support Assessment is conducted using the National Screening and Assessment Form (NSAF) on My Aged Care and includes an assessment of your:

- current level of support (formal and informal) and engagement
- carer availability and sustainability
- health concerns and priorities
- functional status
- psychosocial and psychological concerns, and
- home and personal safety considerations.

Assessments can be conducted in the client's home, over the phone or by video conference.

If the assessment shows that you are suitable for CHSP, the assessor will work with you to agree the support you need to assist you to achieve your goals. To do this the RAS will:

- focus on what you can do and discuss what you need to complete more difficult tasks
- discuss strategies to manage day-to-day tasks (e.g. transport planning to meet goals around the use of public transport to maintain usual activities)
- explore the opportunity for supporting independence through wellness and reablement approaches (e.g. can you benefit from time-limited support and/or the use of specific aids and equipment or home modifications such as installing shower rails to build confidence and independence).

Sometimes, if the assessment finds that a short-term intervention is right for you, the RAS assessor might coordinate your services so that they are all delivered within an agreed time frame.

What does “wellness and reablement” mean?

When you are assessed for CHSP, your RAS assessor might use the term “wellness and reablement” to describe the aims of providing CHSP services.

Put simply, this means that in providing a service through the CHSP, we will focus on the things you can do, your strengths and your goals. We will aim to maximise your independence, and will not do things for you that you can do for yourself.

What if CHSP is not right for me?

People with higher needs can receive appropriate support through other aged care programs, such as the Home Care Package (HCP) program or residential aged care. The CHSP does not replace or fund support systems provided under the health care system.

To receive a Home Care Package or residential aged care service, you will need to be assessed and approved by the Aged Care Assessment Team (ACAT).

KAC can assist you to contact My Aged Care to arrange for an assessment of your needs, participate in the ACAT assessment process if necessary, including arranging for an interpreter if required. KAC can also assist you and your family, carers or others you choose to involve, to understand the outcome of the ACAT assessment and the process for receiving a Home Care Package.

What types of care and services can I get?

The types of care and services that can be provided through Gnarra CHSP are intended to keep people well and independent, safe in their home and/or connected to their community.

KAC will work with you to develop a Care Plan to meet the needs you and the RAS assessor have agreed.

Funding for your CHSP service will be provided by the Government directly to KAC and can only be used by us to provide you with the services that are included in your Care Plan.

The types of supports that KAC can provide you through the Gnarra CHSP Care Plan are:

- **Transport:** To provide frail older people with access to transport services that supports their access to the community.
- **Social Support – Group:** To assist frail older people to participate in community life and feel socially included through structured, group-based activities that develop, maintain or support independent living and social interaction.
- **Social Support – Individual:** To assist frail older people to participate in community life and feel socially included through meeting their need for social contact and company.

- **Assistance with Care and Housing:** to support those who are homeless or at risk of homelessness to access appropriate and sustainable housing and other support services specifically targeted at avoiding homelessness or reducing the impact of homelessness.

You may not need all of these services. The RAS assessor will provide more detail about each of these services in your Care Planning meeting.

How much will I need to pay?

The Australian Government pays for the bulk of aged care in Australia. However, as with all aged care services, you may be asked to contribute to the cost of your care if you can afford to do so.

We will tell you about the amount you will need to pay (your contribution) to any other services in your Care Plan, and document this in your Service Agreement.

Where will I receive my CHSP service?

KAC will provide your Gnarra CHSP service in your own home or in the community.

What if I'm not at home for my scheduled service?

It is important that you tell us if you won't be at home at the time of your planned service. If possible, we will try to reschedule the service for a time when you are at home.

If you don't let us know that you won't be at home, and you are not there when our staff come to deliver the service, we will follow the planned response documented in your Care Plan and Service Agreement which we will work out with you.

It is also important to let us know if you don't want a planned service at any time.

How long can I stay on the program?

You can choose to stay with Gnarra CHSP for as long as you want, unless a fixed timeframe is specified in your CHSP support plan (developed by the RAS).

However, there are some very limited circumstances that may result in KAC no longer providing your CHSP funded service. These are if you:

- can no longer be cared for in the community with the resources available to KAC
- notify KAC that you are moving out of the area
- are assessed by ACAT as having a level of need better met by another type of service (e.g. Home Care Package or residential care)
- have not paid the due CHSP fee and have not negotiated an alternative arrangement related to the overdue and future payment
- intentionally cause harm to or infringe on a staff member's right to a safe work environment.

If KAC determines we can no longer provide a service because of circumstances as listed above, the Aged Care Project officer or Manager will discuss this with you and your family (with your consent) to explain why service cannot continue. We will then refer you back to My Aged Care to find another service provider.

What if I want to change to a different CHSP provider?

It is your choice who provides your CHSP service. If you wish to change to a different provider, we will meet with you and agree the last day of service from KAC.

What if my support needs change?

If your care needs change for any reason, we will refer you back to My Aged Care who will arrange a further RAS assessment.

If your support needs increase significantly so that you potentially require a Home Care Package or entry to residential care, you will need an assessment by an ACAT. With your consent KAC can assist in arranging the ACAT assessment.

Can I choose to stop getting CHSP?

You may choose to stop getting CHSP funded support at any time. In that case we will notify the Government about your decision.

What are my rights while I'm getting CHSP?

When you are receiving CHSP funded support you have the right to:

- be treated as an individual, with dignity and respect
- be supported in decision-making processes and have someone to speak on your behalf if you wish
- information to assist you to make decisions about your care
- an interpreter if you need to help you understand the information we provide and participate in all decisions about the support and service you receive
- take part in the planning and decision making about your care
- talk freely, and in confidence, with the Aged Care Project Officer about any aspect of your care requirements
- make a complaint about your CHSP service without fear of any backlash
- high quality, culturally appropriate services.

Your rights are set out in the **Charter of Aged Care Rights at Part 2 of this booklet**. The KAC Aged Care staff will explain these and discuss them with you when meeting with you to develop your Care Plan.

MAKING CHOICE AND TAKING RISKS

Kurrnulla 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.

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. While 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.

What are my responsibilities?

You have the responsibility to:

- accept personal responsibility for your own actions and choices, even though these may involve an element of risk
- speak to the Aged Care Project Officer about your care needs and any changes that may be needed to your Care Plan
- respect the rights of the people who provide your care and treat them with the same dignity with which you wish to be treated
- provide the people who are employed to work in your home with a safe and healthy place to do their work

- give KAC the information we need to properly deliver care and services
- tell us if you won't be at home for a planned service or if you don't want the service
- comply with the conditions of your Gnarra CHSP Service Agreement and pay fees outlined in the agreement on time.

An assessment of your home may be conducted to ensure it is safe and that recommended equipment is installed according to your care needs. If there are ongoing safety concerns for our staff, it may not be possible to provide CHSP in your home.

What quality of service can I expect?

You are entitled to receive a high standard of care from KAC, as set out in the Aged Care Quality Standards which include:

- you are a partner in deciding what care and supports you receive
- care is provided by experienced and skilled staff
- care is provided in a timely, flexible and responsive manner
- the care program is regularly reviewed to make sure it meets your needs
- quality is an ongoing focus of KAC, including listening to feedback, reviewing any complaints and constantly trying to improve our service.

Will information about me be kept confidential?

You have the right:

- to privacy and confidentiality of your personal information
- to access your personal information.

KAC has in place systems to ensure your personal information is stored securely, and our staff are trained to respect your privacy and keep information about you confidential.

The types of information we collect about you is used to deliver your CHSP service and includes:

- name and date of birth
- contact details (including address, phone number(s), email)
- information from your ACAT assessment and other assessments that we may conduct to help us understand your support needs
- anyone you have chosen, or who has been appointed to act on your behalf, including friends or relatives, next of kin, persons appointed as power of attorney or guardian
- billing details
- records of our interactions with you, for example emails, letters, notes and in some cases voice recordings of telephone conversations you have had with our employees

- pension or DVA details
- personal preferences (for example, in relation to activities or events)
- feedback on services.

We may use your personal information to:

- provide you with appropriate support and services
- contact you, or your relative or representative about matters relating to you, or the services we provide to you
- schedule and book activities and services
- process payments
- answer your queries and resolve complaints
- undertake quality assurance and service improvement
- carry out internal functions like administration, finance, information technology, training and audit
- collect feedback about your service
- practice effective risk management
- comply with relevant laws and regulations.

In some cases, we may need to share information about you with people or organisations outside of KAC. This may include:

- anyone engaged on our behalf to provide products and services, such as contractors or service providers. We require all service providers that we engage to protect the privacy of your information and to comply with any relevant privacy laws
- healthcare providers who are involved in your care, such as doctors, hospitals, allied health professionals and specialists
- emergency services
- government and regulatory bodies including the Department of Health, Services Australia and the Aged Care Quality and Safety Commission
- any persons acting on our behalf, including professional advisers
- where disclosure is permitted or required by law.

Should you wish to access any of your information collected by KAC, you can get information from the Aged Care Project Officer about how to do this.

KAC does not accept responsibility for any consequences relating to incorrect, inaccurate or false information provided by you, or your representative.

Can I give KAC feedback about my service?

We welcome all feedback! This helps us improve the service we provide to you and other people receiving Gnarra CHSP from KAC.

We encourage you to provide us with feedback at any time.

You will also be sent or provided with a client satisfaction survey on a regular basis. This quick and easy survey gives you an opportunity to tell us about your experience of Gnarra CHSP at KAC.

We welcome all your suggestions on how we could improve the service for you and other or future clients.

What if I have a concern or complaint?

You have the right to make a complaint and take steps to address any concerns.

If you have a complaint or concern about the CHSP service you receive from KAC, you have the right to:

- raise it without fear of retribution (any kind of payback)
- have the matter resolved as soon as possible
- have someone who can speak for you (an advocate of your choice) complain on your behalf to management.

KAC works to ensure that complaints and concerns are dealt with promptly and confidentially. You are encouraged to discuss these matters with the Aged Care Manager.

If you make a complaint, you will be provided with information about how we will address your concerns and keep you informed about our response.

The KAC Aged Care Manager is:

Name:	Wendy French
Contact:	9528 0287 or manager@kurranulla.org.au

If you don't want to raise your concern with KAC or you are not happy with the outcome of your complaint, you can contact the Aged Care Quality and Safety Commission with any concerns.

Aged Care Quality and Safety Commission - Phone: 1800 951 822

If you require information, assistance or someone to speak on your behalf, you can contact the National Aged Care Advocacy Line. This is a free and confidential service for people receiving aged care services.

**National Aged Care Advocacy Line (Older Persons Advocacy Network) –
Phone: 1800 700 600 (freecall)**

Can I have someone speak for me if I choose?

You, or your representative, can request that another person assist you in dealings with the Aged Care Service or KAC (this person is called an advocate). You have the right to call on an advocate of your choice to represent you in managing your care. Should you not have an advocate one can be made available through the National Aged Care Advocacy Program. KAC can assist you to contact the Advocacy Program if you choose.

NATIONAL AGED CARE ADVOCACY PROGRAM

The National Aged Care Advocacy Program (NACAP) is funded by the Australian Government and provides free, confidential advocacy support and information to clients or potential clients of Australian Government subsidised aged care services about their rights and responsibilities when accessing services.

To contact a NACAP provider in your local area, a client or their representative can contact the National Aged Care Advocacy line on **1800 700 600** (a free call from fixed lines; calls from mobiles may be charged).

What if something goes wrong or I'm injured getting my service?

KAC is committed to doing our best to provide quality care and services for our clients. Ut sometimes things can go wrong.

Open disclosure is the open discussion that KAC has with clients when something has gone wrong that has harmed or had the potential to cause harm to you or another client. Harm may be physical, psychological or social resulting in loss of quality of life, impairment, suffering, injury, disability or death.

Open disclosure means communicating with you when things go wrong, addressing any immediate needs or concerns and providing support, apologising, and explaining the steps that KAC has taken to prevent it from happening again.

It may also involve your family, carers, and other support people and representatives if you would like them to be involved.

At KAC, we believe that honest and timely disclosure to clients is not only ethically, morally and professionally expected, but also promotes and fosters an environment and organisational culture that, that is focused on continuous learning and service improvement in partnership with you and other clients.

Part 2 Charter of Aged Care Rights

Under the Aged Care law, everybody receiving an aged care service has certain rights. These are set out in the Charter of Aged Care Rights, below.

KAC will assist you and your family or representative to understand these rights, and give you an opportunity to sign to say you have received and understood the Charter.

The Charter of Aged Care Rights is as follows:



Australian Government
Department of Health

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

The language used by the Government in the official Charter of Aged Care Rights might be a bit difficult to understand.

So here is an explanation about each Right.

I have the right to:	When you get a service from us (or when we help you) the law promises you can do things and be treated in certain ways:
1. Safe and high quality care and services	1. You will always feel safe and properly looked after.
2. be treated with dignity and respect	2. You will always be treated respectfully.
3. have my identity, culture and diversity valued and supported	3. You will be helped to live your culture and be respected as an Aboriginal and/or Torres Strait Islander man or woman.
4. live without abuse and neglect	4. Your carers won't hurt you or ignore you. Your carers won't yell at you, get rough with you, ignore you, or leave you in a bad way.
5. be informed about my care and services in a way I understand	5. We will tell you about your care and services in a way that you understand.
6. access all information about myself, including information about my rights, care and services	6. You can get all the information about you and the service we are giving you in a way you can understand. You can look at anything that we write about you. If you can't read very well, you can ask someone you trust to tell you what it says.
7. have control over and make choice about my care and personal and social life, including where the choices involve personal risk	7. You can say how we help you, and how you want to live. You can say what you want to do, even if some people worry that you might get hurt.
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions	8. You can decide what happens each day in your life. You can say what happens to your money or your things.
9. my independence	9. You can do things for yourself if you want, and make your own decisions, without help or being told what to do by us. No one can boss you around.
10. be listened to and understood	10. Your carers have to listen to you and make sure they understand you.

I have the right to:	When you get a service from us (or when we help you) the law promises you can do things and be treated in certain ways:
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf	11. You can have someone to back you up and help you talk to your carers. If you trust them, you can let them talk for you. If you want, we can help you find someone to help you talk to us.
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly	12. If something is no good, you can speak up and tell someone. We have to listen and tell you what we will do about what you told us. We will treat you fair and do something about what is no good. Your carers won't treat you bad for speaking up.
13. personal privacy and to have my personal information protected	13. You can keep things private. We will keep what we know about you private, and won't tell other people unless you want us to. We will also make sure any information we have about you that is written down is stored securely.
14. exercise my rights without it adversely affecting the way I am treated.	14. You can make sure your carers do all these things, and tell us or someone else if we don't. Your carers won't treat you bad for speaking up.

Please ask our Aged Care staff if you want more information about any of these rights.

Acknowledgement

You have the option of signing below to say we have provided you with the Charter of Aged Care Rights.

You can receive care and services even if you choose not to sign.

I (the Client) acknowledge that KAC has provided me with a copy of the **Charter of Aged Care Rights**, and assisted me to understand my rights.

SIGNED BY CLIENT

Client (or authorised person)'s signature
(if choosing to sign)

Full name of Client

Full name of authorised person
(if applicable)

KAC needs to retain a copy of the signed or unsigned **Charter of Aged Care Rights** for our records.

SIGNED ON BEHALF OF KAC

Signature and full name of KAC staff member

Name of provider

Kurranulla Aboriginal Corporation

Date on which the client was given a copy of the Charter

Date on which the client (or authorised person) was given the opportunity to sign the Charter

If the client or their representative chose not to sign, reason for this (if known).



Part 3 Gnarra CHSP Service Agreement

My Gnarra CHSP Service Agreement

Gnarra CHSP Service Agreement between:

Service provider:	Kurrnulla Aboriginal Corporation
Client:	
Address:	
Contact number/s:	

- a) I have read or had explained to me the contents of this Gnarra CHSP Client Information booklet and this Gnarra CHSP Service Agreement.

Care and services

- b) My Gnarra CHSP service from KAC will start on : _____
- c) I will receive the following services, as set out in my Gnarra CHSP Care Plan at Annexure A.

- d) I will receive my Gnarra CHSP service at:

Location:

- e) If I am not at home for my planned service, KAC will follow the procedure described below:

Non-response procedure:

- f) KAC will give me copies of my Gnarra CHSP Care Plan and this Agreement.

Fees and budget – My contribution

- g) I understand that KAC sets CHSP Fees in accordance with the Client Contribution Framework contained in the *CHSP Program Manual*. This is explained in the *KAC CHSP Fees Policy*, which I or my family or representative can request a copy of at any time.
- h) KAC has provided with me with a copy of their Schedule of Fees, which is also published by My Aged Care.
- i) I understand that KAC will charge me the following fees (my contribution) for my CHSP service and agree that I will be responsible for paying these fees:

Service	My contribution

- j) I understand that I will be issued an invoice for these Fees and will be required to pay Fees one month in advance of receiving the service.

Confidentiality

- k) I have read and understood the information in this booklet about how KAC collects and uses personal information.
- l) I understand that KAC will take all reasonable steps to protect the confidentiality, as far as legally permissible, of information provided by me or collected about me.

Administration

- m) KAC Aged Care Services will provide all of the services included in my CHSP Care Plan at the address specified in this Agreement.
- n) I understand that KAC is only able to provide CHSP Care services as set out in my Care Plan developed by the RAS assessor and me.

Variation or termination

- o) I understand that I can choose to stop receiving CHSP services from KAC and will give KAC two weeks' notice if I decide I don't want to get CHSP services from KAC.
- p) I understand that KAC could stop providing my CHSP service if:
 - my support needs change
 - notify KAC that I am moving out of the area
 - am assessed by ACAT as having a level of need better met by another type of service (e.g. Home Care Package or residential care)
 - have not paid the due CHSP fee and have not negotiated an alternative arrangement related to the overdue and future payment
 - intentionally cause harm to or infringe on a staff member's right to a safe work environment.

Feedback and complaints

- q) I understand that I can provide feedback or make complaints about my service to KAC without fear of reprisal, and any complaint will be dealt with promptly and fairly.

Advocacy

- r) I understand that I can have somebody speak for me if I choose (an advocate). KAC has provided me with information about how to get an advocate if I would like one.

SIGNED BY CLIENT or NOMINATED REPRESENTATIVE

Name of client

Signature of client

Name of nominated representative

Relationship to the client (such as spouse, person responsible)

Signature of client or nominated representative

Name of witness

Witnessed by (if signed by a nominated representative)

Date

This agreement may be signed by the client or their nominated representative on the client's behalf.

If you agree to receive Gnarra CHSP from KAC but do not want to formally acknowledge this Gnarra CHSP Service Agreement, KAC will still deliver the level and type of care you need as outlined in your CHSP Care Plan.

KAC to complete if the client chooses not to sign this Agreement:

Date Agreement was offered to client

Reason client did not sign this Agreement

SIGNED ON BEHALF OF KAC

Signature and full name of KAC staff member

Name of provider

Kurranulla Aboriginal Corporation

Date signed



ANNEXURE A My Gnarra CHSP Care Plan