



Colac Otway
SHIRE



**OLDER PERSONS & ABILITY
SUPPORT SERVICE Ph: 52 329420**

INFORMATION HANDBOOK 2017

Our Contact Details

2-6 Rae Street

PO Box 283

Colac 3250



5232 9420 Older Persons & Ability Support Service



www.colacotway.vic.gov.au

Office Hours - 8.30am to 5.00pm

Our reception staff will answer your call

After Hours

This number has two options, to be put through to an On Call person, or leave a simple message with your name and relevant information. This will be followed up on the next working day.

In an emergency situation contact

000 IMMEDIATELY

and ask for Ambulance, Police or Fire Brigade

Service Cancellations:

If you do not require a service, you must notify OPASS **by 2pm the day before**; otherwise you may be charged for the full service. On evenings and over the weekend, calls are directed to the After Hours pager.

Interpreter Service – On Call



"Meeting your language needs
& exceeding your expectations"

**Do you need
an interpreter?**

**Use this card to
ascertain the language
you require**

AUSTRALIA-WIDE

24 HOURS A DAY – 7 DAYS A WEEK

✓ **ON-SITE INTERPRETING**

✓ **TELEPHONE INTERPRETING**

✓ **TRANSLATING**

✓ **COMMUNICATION AWARENESS
WORKSHOPS AND TRAINING**

For bookings please contact one of our offices:

VICTORIA 9867 3788 Fax 9867 4472
bookings.vic@oncallinterpreters.com

NEW SOUTH WALES 9280 1044 Fax 9280 1047
bookings.nsw@oncallinterpreters.com

WESTERN AUSTRALIA 9225 7700 Fax 9225 7788
bookings.wa@oncallinterpreters.com

QUEENSLAND 3018 0333 Fax 3839 8264
bookings.qld@oncallinterpreters.com

SOUTH AUSTRALIA 8410 5111 Fax 8410 5999
bookings.sa@oncallinterpreters.com

www.oncallinterpreters.com

If you are unsure of the language a person is speaking, indicate to them to select their language below.

<p>Arabic العربية هل أنت بحاجة إلى مترجم؟</p>	<p>Greek Ελληνικά ΧΡΕΙΑΖΕΣΤΕ ΔΙΕΡΜΗΝΕΑ?</p>
<p>Turkish Türkçe TERCÜMAN GEREKİYOR MU?</p>	<p>Serbian Српски ДА ЛИ ВАМ ТРЕБА ПРЕВОДИЛАЦ?</p>
<p>Amharic አማርኛ እስተርጓሚ ያስፈልግዎታል?</p>	<p>Cantonese 廣東話 需要傳譯員嗎?</p>
<p>Hungarian Magyar KELL TOLMÁCS?</p>	<p>Croatian Hrvatski TREBATE LI TUMAČA?</p>
<p>Farsi فارسی آیا مترجم می خواهید؟</p>	<p>Russian Русский ВАМ НУЖЕН ПЕРЕВОДЧИК?</p>
<p>Filipino Wikang Filipino KAILANGAN ANG INTERPRETER?</p>	<p>Polish Polski POTRZEBUJESZ TŁUMACZA?</p>
<p>Thai ไทย ต้องการล่าม ไหมคะ?</p>	<p>Portuguese Português PRECISA DE UM INTÉRPRETE?</p>
<p>Korean 한국어 통역사를 필요로 하십니까?</p>	<p>Maltese Inġliż Malti TINHTEĠ INTERPRETU?</p>
<p>Italian Italiano AVETE BISOGNO DI UN INTERPRETE?</p>	<p>Spanish Español NECESITA UN INTERPRETE?</p>
<p>Vietnamese Việt Ngữ CẦN MỘT THÔNG DỊCH VIÊN?</p>	<p>Mandarin 普通话 需要传译员吗?</p>
<p>Albanian Shqip KENI NEVOJË PËR PËRKTHYES ?</p>	<p>Cambodian ខ្មែរ តើត្រូវការអ្នកបកប្រែភាសាឬ?</p>
<p>Dinka Thotjien (thotjien) AKOR ATHOK (AGAM LOD, RAN KOC WAR THOOK) ?</p>	<p>Macedonian Македонски ВИ ТРЕБА ЛИ ПРЕВЕДУВАЧ?</p>
<p>Serbian Bosanski DA LI VAM JE POTREBAN PREVODILAC?</p>	<p>Dari ڊاري آيا به ترجمان نياز داريد؟</p>
<p>Hindi हिन्दी क्या दुभाषिया चाहिए ?</p>	<p>Tigrinya ብሔር ኣላ ተርጓሚ የድለዎ?</p>

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Welcome to Colac Otway Shire

Our Vision

Council will work together with our Community to create a sustainable, vibrant future.

Our Mission

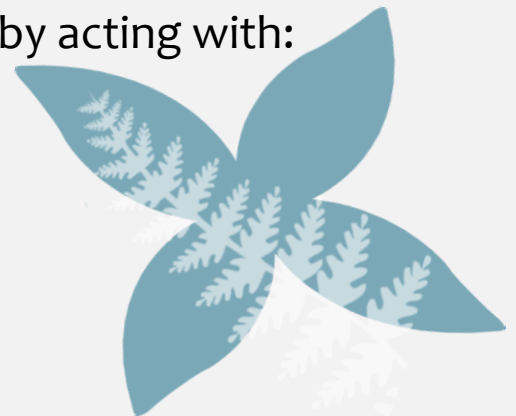
Council will work in partnership with our community and other organisations to provide:

- Effective leadership, Governance and financial accountability
- Affordable and effective services
- An advocacy and engagement approach to sustainably grow our community

Our Values

Council will achieve its Vision and Mission by acting with:

- **R**espect
- **I**ntegrity
- **G**oodwill
- **H**onesty
- **T**rust



Colac Otway Shire's Commitment

Our Older Persons & Ability Support Service is committed to the management, co-ordination and provision of a high quality service that enhances the independence, health and wellbeing of all potential service users, their carers and/or other significant persons. Diversity planning and culturally appropriate services are an integral part of our commitment to improving access to well co-ordinated and person centred services responses - the OPASS Diversity Plan outlines how Colac Otway Shire will meet the needs of our regional demographic.

Colac Otway Shire also has a specific focus on improving quality of life outcomes for Aboriginal people. All funded programs use approaches that are inclusive and actively engage Aboriginal people with a disability and their families, ACCOs, Elders, community leaders and mainstream services in their local and regional areas.

Our team strongly advocate for people living in their own homes and community; with programs offering a range of practical home and community based services to frail older people, persons with a range of abilities and their carers and significant support persons.

Our program aims to provide the appropriate level and type of support that maintains confidence within the person/carer to have higher levels of independence, health and wellbeing. We are committed to a high quality and caring service with well qualified and skilled Community Care Workers; We also value and encourage feedback and ensure that all complaints and compliments are responded to, with positive outcomes.

About the Information Handbook

Colac Otway Shire, Older Persons & Ability Support Service (OPASS) introduces this Information Handbook of services that are available to service users and their families. The booklet is designed to assist you with making appropriate decisions that enable you to stay in your home and access your community as safely as possible.

Please do not hesitate to contact the Older Persons and Ability Support Service at any time to discuss any concerns or queries about how services are provided. Translation of this booklet is possible, if you or your family member prefers a language other than English. Alternatively an interpreter can be arranged to be part of the home visit and any subsequent reviews and service care plans.

Older Persons & Ability Support Service

The following funded programs provide services administered in partnership with both State & Commonwealth Governments. All services have eligibility requirements that the OPASS department can provide you with further information about.

Funded Program	Assessment Process
Commonwealth Home Support Program Over 65 years (or 50 for Aboriginal or Torres Strait Islander)	Registration with My Aged Care Home Support Assessment – Colac Otway Shire Regional Assessment Service
Home & Community Care Program for Younger Persons (HACC PYP) Under 65 years (or 50 for Aboriginal or Torres Strait Islander)	Living at Home Assessment – Colac Otway Shire Regional Assessment Service
Home Care Packages (HCP) Generally over 65 years (or 50 for Aboriginal or Torres Strait Islander)	Registration with My Aged Care Comprehensive Assessment – Barwon Regional Aged Care Assessment Service (BRACAS)
Veterans Home Care (VHC) Eligibility for Dept. Veteran’s Affairs	Department of Veteran’s Affairs Assessment
National Disability Insurance Scheme (NDIS) Permanent disability according to the NDIS Act 2013	Registration with NDIS and approval for funded supports.

The Commonwealth Home Support Program and Home Care Packages are administered through My Aged Care. For further information regarding eligibility call:

My Aged Care 1800 200 422 or visit www.myagedcare.gov.au

National Relay Service: 1800 555 677

Translating & Interpreting Services: call 131 450 and ask for 1800 200 422

Programs are administered according to the relevant legislation:

- Home & Community Care Act 1985
- Aged Care Act 1997
- Disability Act 2006
- Privacy Act 1984 & Information Privacy Act 2000
- Health Records Act 2001
- Carer's Recognition Act 2012
- National Disability Insurance Scheme Act 2013

GENERAL INFORMATION

Safety in the Home

The Colac Otway Shire, Older Persons & Ability Support Service reserves the right to postpone, withdraw or cancel services if Community Care staff are considered to be at risk, or services are no longer appropriate. Before we cease services to you, a telephone call or a home visit will be made to discuss the service.


Withdrawal/Refusal of Service

If your circumstances change and assistance is no longer required, please contact our administration/office staff. **Ceasing the service does not affect any future services you may require.**

Other reasons for withdrawal of service

Sometimes the behaviour of service users may jeopardise the capacity of staff to provide high quality service, some examples are:

- Threats, abuse, sexual harassment, excessive demands placed on staff
- Intoxication with drugs or alcohol
- Failure to provide a safe working environment
- Visitor's inappropriate behaviour
- Consistent failure returning to relieve staff providing respite

You will be formally notified of the reason for any service withdrawal. If you are unhappy with any decision, you have the right to appeal against the withdrawal of the service. This will not jeopardise future use of the service. If you are dissatisfied with the decision, you are encouraged to contact the coordinator Older Persons & Ability Support Services on  **5232 9420**.

Service Fees

Colac Otway Shire fees and charges are determined in accordance with the CHSP/ HACC/HCP Fees Policy & Guidelines. Fees are reviewed annually in conjunction with the Colac Otway Shire's Budget Process. A standard fee for each service type is established for each income range (High, Medium, Low). Any funded package fees will be identified and confirmed on the relevant Service Agreement. All fees charged through the National Disability Insurance Scheme will be consistent with pricing arrangements and Guidelines set by the Agency.

Please discuss any concerns you have in regards to capacity to pay fees, or the fee that you have been allocated, with an Older Persons & Ability Support Service representative.

Payment Options

The Finance Department prepares and forwards an itemized monthly account. These accounts can be paid via:



BPay (payment details will be on your statement)



Cheque made directly to:

Colac Otway Shire, PO Box 283, Colac 3250



Australian Post Offices



Customer Services staff: Shire Office 2-6 Rae Street, Colac.



Colac Otway Shire Payment Portal

www.colacotway.vic.gov.au

Direct Debit from participating banks can be arranged. For further information please contact the Older Persons & Ability Support Service or Customer Service. ***Staff or volunteers who come to your home are not permitted to take cash under any circumstances.***

Please note invoices are required to be paid in full within 30 days of issue. A reminder notice will be issued at this point. If the invoice remains unpaid after 30 days period you will be notified and a request will be made for immediate payment. If you are experiencing difficulty paying your account, please contact the office as early as possible, an instalment payment plan may be an option. **A Regional Assessment Service or Service Delivery representative will discuss payment options with you and ensure all required paper work is completed prior to service commencing.**

Pathway for Services & Planning

Colac Otway Shire's Older Persons & Ability Support Service has a wide range of services that you may qualify for through various funded programs, such as Commonwealth Home Support Program, Victorian Home & Community Care Program for Younger Persons (HACC PYP) Services, Home Care Packages, Department of Veteran's Affairs and the National Disability Insurance Scheme. Services may also be provided at full cost, if people are ineligible for a funded service.

Re-ablement Philosophy for Services

We will not ask you how can we 'help' you, but will focus on what you are doing well now and what supports you may require to achieve the things we identify together in a Goal Directed Support Plan. We will work together as a support partnership, reviewing your goals as required.

Services offered:

- Home Care Packages and Case Management
- General supported home care
- Personal care and respite support
- Community access and shopping
- Property maintenance and home modifications
- Meals on Wheels - delivered meals - Centre Based Meals
- Community Transport – local - medical appointment to major towns
- Personal Alarm Victoria
- Gentle Exercise/well-being program

Service Planning

Our Administration Team will endeavour to allocate the day and time that you have requested. This may not always be possible due to a number of factors; including staff illness, holidays, training, staff in rural areas and other unforeseen issues. From time to time your regular Community Care Worker may also be replaced for similar reasons. Staff will notify you as soon as possible of any changes. The matching of a suitable Community Care Worker to your needs is a critical element of the care planning process. All aspects of your physical, medical, personal and social needs are taken into consideration. The workload, the location of your home and characteristics of the Community Care Worker are also carefully considered.

We will, in partnership with you, work through your support needs and how these will be provided at each visit. The focus of these tasks will be working with you to maintain your independence and your own home.

Language & Interpreter Service



Colac Otway Shire is able to access qualified and independent language interpreters for persons whose preferred language is other than English - including Auslan. Translation of written information is also able to be arranged in your/the service user's preferred language.

Veterans Home Care (VHC)

Gold or White Card holders may be eligible to receive some services via Veteran's Home Care (VHC) instead of HACCC:

These services include:

- Home Care
- Personal Care
- Respite
- Home Maintenance (limited)



VHC undertake their own assessments for these services and may have their own service provider (this may not be Colac Otway Shire) To contact VHC ring 1300 550 450.

Home Care Packages (HCP)

Colac Otway Shire is a registered Home Care Package Provider. The Australian Government's Home Care Packages Program helps you to live independently in your own home for as long as you can. The HCP program provides a subsidy towards a package of care, services and case management to meet your personal needs.

Your HCP case manager's role is to help plan your care package, tailoring it to meet your individual needs. For example, a package can assist with taking care of yourself and your home, or accessing the community for shopping, social activities or appointments.

To apply for a Home Care Package a Comprehensive Assessment **is** required by the Aged Care Assessment Service. This can be organised by contacting My Aged Care.

An ACAS assessment is required for:

- *Approval for entry into an aged care home (Respite or Permanent)*
- *Approval for Community Aged Care Package (HCP) (or a change to a higher priority or higher level package.)*
- *Approval for Transitional/Restorative Care Program*


The ACAT assessments are free of charge, but you may be charged a fee towards the cost of your package under the following conditions:

- You cannot be asked to pay by your service provider more than 17.5% of the Centrelink basic pension rate.
- If you have a higher income, you may be asked to pay more (but not more than 50% of that higher income).
- If you cannot pay the fee, you will not be denied services.
- The amount charged forms part of an agreement between you and Colac Otway Shire's Older Persons & Ability Support Services.

For more information and assessment, you can contact the following:

 **My Aged Care** Information Line Freecall **1800 200 422**

 www.myagedcare.gov.au

 Colac Otway Shire Regional Assessment Service 5232 9420

Home Safety Check List

At the initial visit to your home, a preliminary safety check for will be conducted. This check is to ensure that there is a safe environment for the Community Care Worker to access your home and complete their tasks.

SERVICES AVAILABLE

General Homecare

Our Community Care Workers will work in partnership with you to support you with tasks that you may be finding difficult to manage. The aim is for you to maintain your independence whilst living in the comfort and security of your home and community.



These tasks may include cleaning:

- Floor surfaces (vacuum/mopping)
- Shower, baths, toilets
- Stove, cook top, Benches
- Changing of bed linen
- Hanging washing and limited ironing

Heavy Duty Cleaning - occasional

- Cleaning out fridge/freezer
- General clean up (heavy duty)
- Cleaning out cupboards
- Other spring cleaning tasks as deemed appropriate



Comprehensive cleaning requires a cleaning service to be organised

Personal Care

Community Care Workers are qualified and experienced to support people with their personal care tasks.

Personal Care Assistance

- Showering, bathing, dressing/undressing, toileting
- Prompting medication requirements
- Grooming, hair care, shaving
- Mobility tasks, both in and out of bed, transfers
- Eating, drinking assistance
- Assistance with prescribed exercise or therapy programs
- Incontinence support
- Specialized tasks requiring specific health training
- Shopping
- Paying bills, banking
- Appointments
- Preparation of meals
- Safety/ Security Checks



Medication Management:

Community Care Workers can only give medication from a Webster Pac after all appropriate documentation has been completed. The OPASS Administration Team are responsible for completing and placing the following documents in your home:

- *Medication Assistance sheet*
- *Emergency Action Consent Sheet*
- *Medication Instruction Sheet*



A copy is also kept in the service user's file. Service Delivery are responsible for having the Medication Instruction Sheet updated should any changes occur in the assistance required with medication.

If there is any medication accessed from the Webster Pac that is not consistent with the weekly management schedule, all medication assistance will cease until an investigation has been completed by Service Delivery. Medication will only be acknowledged from a Medical Doctor and the Webster Pac from an authorised Pharmacy.

Respite Support

Respite Care is provided to carers and families who require a break from their daily care role. Respite is available for someone caring for a person who has a disability, a health condition, dementia, or is terminally ill. Colac Otway Shire is committed to providing respite in ways that support the whole family and builds ongoing, informal supports for people.

In- Home Respite is where the Community Care Worker will come into the home and be with the person who requires support. This will allow the carer time to complete tasks, participate in social activities or attend appointments etc. This support is also available for working carers to support their employment requirements. Respite support is flexible and can be planned throughout the year so that there are regular or occasional breaks. Respite support can also be used at short notice and/or an emergency when there is an immediate need such as a parent or carer going to hospital

Overnight Respite

Overnight Respite maybe available for people who require 24 hour supervision. This is normally a 10 hour overnight shift for the Community Care Worker who stays at your home. It is required that the Community Care Worker has their own sleeping area and access to bathroom and kitchen. The following information is required for In Home and Overnight respite:

- Emergency contact phone numbers are provided
- Instructions for special medication and care requirements of service user in their care are provided
- The Community Care Worker be shown the whereabouts of the First Aid Kit and relevant medication
- Clear instructions as to the night routines and bed times of children or persons involved

The Community Care Worker needs to be aware of your whereabouts and expected time of return. Any time changes need to be discussed with the office staff or on call person – *Please provide a mobile phone contact whenever possible.*

Food Services (Meals on Wheels)

Colac Otway Shire Older Persons & Ability Support Service provides nutritionally balanced meals, delivered 5 days a week.

Meals on Wheels are available to any person who, for reason of age, disability, chronic or temporary illness, is unable to cope with meal preparation to maintain an adequate diet. Meals may be provided for a few days, weeks or indefinitely to meet the individual's needs.



Meals are provided as follows:

- Nutritious and affordable meals are delivered to a service user's home by a registered volunteer or Community Care Worker.
- Meals include fruit juice, soup, main course and dessert. Your individual needs will be discussed prior to commencement of the service.
- Dietary requirements include low sodium, low fat, gluten free and diabetic. Vitamised meals/allergies/food intolerances are catered for.
- Individual preference and cultural requirements will be discussed at time of assessment. You should notify the office if at any stage you have or develop a food allergy or intolerance.

To cancel your meals, 24 hours notice is required otherwise you may be charged for the meal. To cancel a meal contact PH: 5232 9420.

Centre Based Meals:

The Older Persons & Ability Support Service provides centre based meals that are located at Kanyana Centre (in Colac).

All are welcome to participate and it is a great way to meet new friends and join in some of the many activities.



Property Maintenance



Our Property Maintenance program is designed to maintain a safe, healthy and ease of accessibility in your home. It is not for beautifying your home.

Minor maintenance includes changing light bulbs and smoke alarm batteries, minor plumbing, adjustments to doors, locks and windows, cleaning spouts, paths and steps, minor carpentry, fitting security doors and windows, removal of rubbish and other tasks, as deemed appropriate. Tasks recommended by the Occupational Therapists such as mobility aids, hand rails, ramps, chair raisers,

bathroom modifications and specific requests are included in the maintenance program. There is a limited garden maintenance service that may be available to ensure the safety of the home.

Materials and Equipment

Our Property Maintenance contractor uses their own tools and equipment. If materials are required, such as rails, the service user will be expected to pay for these. If any tasks are beyond the scope of this service, we will notify you so you may make other arrangements.

Tasks NOT Included in Property Maintenance Services Include:

- Repairs to hot water service and refrigerators
- Replacement of spouting
- Restumping of houses
- Installation of floor covering
- Cleaning of outside drains and pipes
- Removal of building residue from trades people
- Electrical/plumbing/building work requiring skilled Tradespeople
- Large fence replacements

Colac Otway Community Transport Service

Our Older Persons & Ability Support Service Community Transport Service has a sedan vehicle and 12 seater commuter bus. The service provides accessible, responsive transport assistance to frail older people, seniors,

people with a disability, carers and others who have medical appointments outside of Colac. The sedan vehicle is used primarily for trips to Geelong, Melbourne, Ballarat and Warrnambool. The Commuter bus is used for transport around Colac and district to a variety of day programs and centre based meals.

Eligibility Criteria:

To be eligible for the service you must live within the Colac Otway Shire and meet the Commonwealth Home Support Program (CHSP) guidelines.

Contributions:

There is a fee structure. This will be discussed when making an appointment. **No transport assistance will be denied on the basis of inability to pay.**

Bookings: Three working days are required to book for the transport car to medical appointments. As the vehicle and bus are driven by volunteers you will be required to make appointments, if possible, between the time of 10am and 3pm. This service is in high demand and it is recommended that when an appointment has been made, you immediately make your transport booking.

Personal Alert Victoria

Personal Alert Victoria (PAV) gives you confidence to live independently in your own home by providing contact 24 hours a day. Simply pressing the button on a lightweight pendant will trigger contact



to the service, who will then contact your relative, friend or neighbour (*nominated contact*) or a response service. The Victorian Government funds this personal monitoring service free of charge for eligible people. However, there may be a waiting time until a funded unit becomes available.

Colac Otway Shire Regional Assessment Service conducts these assessments.

Emergency Response:

In the event that the Community Care Worker or Meals on Wheels Volunteer arrives at your home and is unable to raise your attention, they have been instructed in all circumstances to contact the office. Our Administration staff will then attempt to contact you via your phone. Then your nominated 1st contact person will be contacted. If this fails, emergency services may be called to ensure that you are safe. Contact is ensured within a short time frame (usually 2 hours).

National Disability Insurance Scheme

Colac Otway Shire provides supports funded through the National Disability Insurance Scheme funding. To receive NDIS funded services an individual must be **eligible** for disability support services according to the Definitions in the NDIS Act 2013 and **registered** with the scheme.

Please contact the National Disability Insurance Agency on 1800 800 110 for further information.

Colac Otway Shire provides supports to people that have been *identified and approved* in a participant's Support Plan. This Support Plan is completed by the National Disability Insurance Agency Planners and the person with a disability and their family and/or representatives.

- The person with a disability/their family and/or representatives negotiates the supports that are itemised in this plan that they would like Colac Otway Shire to provide and a Service Booking is created in the NDIS Portal.

- Colac Otway Shire claims payment either directly through the NDIS or participants/families that are self-managing their funding will be invoiced.
- Participants are responsible for ensuring the required support hours are itemised in their Plan and to monitor the support hours used.

NDIA Support Categories

Colac Otway Shire is registered to provide the following supports:

Assistance with daily life at home, in the community, education and at work

- Assistance with self-care activities
- Assistance to access community, social and recreational activities
- Assistance with personal domestic activities
- Household cleaning and other household activities
- Specialised home based assistance for a child
- Assistance with the cost of preparation and delivery of meals

Increased Social and Community Participation

- Individual skills development and training
- Community participation activities

Transport to Access Daily Activities

OCCUPATIONAL HEALTH & SAFETY

The Occupational Health and Safety Act 2004 requires the Colac Otway Shire ‘to provide, as far as is practical, a workplace that is safe and without risk to health’ for staff and volunteers. Information regarding Safe Working Practice for Community Care Workers is outlined below.

Safe Working Practice for Community Care Workers

Under the Occupational Health & Safety Act 2004, Community Care Workers must use safe working practices whilst in your home or in the community. This requires that:

- all staff are provided with work instructions that provide direction for undertaking any manual handling tasks.
- The WorkSafe Home Care Occupational Health & Safety Solutions provides direction and advice to staff covering the common household tasks.
- A home safety Inventory is undertaken to ensure the safety of both you and the Community Care Worker.
- You are expected to provide safe and appropriate equipment. OPASS staff can advise you of requirements.


Community Care Workers are NOT permitted to:

- Wash floors on their hands and knees
- Wash and hang curtains
- Lift or move heavy furniture e.g. fridges beds
- Climb on furniture or ladders
- Work in homes when service users are not home
- Have keys to service users home, (except key safe locks)
- Take their children or other family members with them
- Drink alcohol whilst in your home
- Accept money or gifts
- Lift carpet squares to clean underneath them
- Wash wall or ceilings
- Change light bulbs or smoke detector batteries
- Wash exterior windows
- Change their assigned and agreed tasks

Important information about chemicals:

- No products containing Chlorine or Ammonia are to be used.
- All cleaning products are to be used strictly in accordance with the manufacturer's instructions.
- Community care Workers are not permitted to use products that are in unmarked containers or homemade concoctions.

Smoke Alarms: Smoke alarms are compulsory in all homes that any Colac Otway Shire staff/ volunteers or contract staff attend. Staff are required to refuse to attend to any services or tasks until the smoke alarm is functional.

Community Care Workers will test your smoke alarm as scheduled in your Service Agreement or Care Plan to ensure your ongoing safety. If you require a new battery please call the Office on  **5232 9420**.

Other Considerations: Community Care Workers are generally not permitted to work for friends or family and are not permitted to accept gifts or money. Our service delivery programs are a support service that will assist you to continue living in your own home longer. If you are after more comprehensive cleaning services you will need to source alternatives elsewhere.

Harassment

Colac Otway Shire is committed to providing a safe workplace for its staff that is free from all forms of harassment. As your home is the workplace for the Community Care Worker, they are protected by this commitment to a harassment free workplace. Harassment can take the form of sexual harassment, bullying, unsubstantiated allegations or intimidation.

Smoking:

The Colac Otway Shire has a no smoking policy and staff **are not permitted to smoke in the workplace.**



As your home is the Community Care Worker's workplace whilst they are there, you are also expected not to smoke whilst the Community Care Worker is in your home.

Damages & Breakages

Community Care Workers and volunteers take great care in their work, but occasionally breakages occur. Council cannot insure householders against breakages. You are requested to claim on your own contents insurance if breakage occurs. If you have special item of value it is best to direct the Community Care Worker/volunteer not to touch these items.

Accidents

As council employees, Community Care Workers are insured by Workcover for injuries arising in the course of their duties. Staff are encouraged to identify hazards in service users homes and we ask you to advise the Community Care Worker of any unsafe aspects of your home to assist in accident avoidance. Our home maintenance service may be able to assist in making your home a safer environment.

Handling of Money

Community Care Workers are generally **not permitted to handle money**. When shopping or paying bills are being done on your behalf, a 'Service user Shopping Record' form with receipts must be completed and signed by both you and the Community Care Worker. ATM or Credit Cards are not permitted to be used by Community Care Workers.

Pets

You are required to restrain your pets or remove from the area in which the Community Care Worker is working (some staff may be allergic to certain animals). Please ensure that access to and from your property is free from any threat from animals.

Emergency Event Planning



- Heat Wave
- Bush Fire/Grass Fire
- Windstorm
- Flood
- Major transport accident
- House fire

Many of these events may require you to evacuate your home or may prevent you from leaving your home and others being able to reach you. Developing an emergency plan enables you to be prepared in the event of an emergency.

- Discuss your plan with your family and neighbours and using the **Australian Red Cross - Bushfires Preparing to Leave Early Kit** to record all relevant information.
- Leave the plan in a visual area so quick access to the information is always available to persons who may be able to support you.
- ***Please consider your pets and their needs in the event of an emergency.***

Colac Otway Shire has developed easy to read information on taking precautions during heatwave conditions. This may be provided with this Information Handbook if requested.

EMERGENCY NUMBERS

000 – Ambulance, Police or Fire
132 500 State Emergency Services

REMEMBER:

1. Be informed
2. Make a plan
3. Make a relocation kit
4. Know your neighbours

FOR MORE INFORMATION:

Red Cross 📞 03 6235 6077

www.redcross.org.au

QUALITY SERVICE PROVISION AND STANDARDS

Community Care Common Standards

The Community Care Common Standards have been developed jointly by the Australian Government and State and Territory Governments as part of broader community care reforms to develop common arrangements that help to simplify and streamline the way community care is delivered.

Standard 1: Effective Management

Each service user (and prospective service user) has access to services and service users receive appropriate services that are planned, delivered and evaluated in partnership with themselves and/or their representative.

Colac Otway Shire is committed to objectives that promote community health and wellbeing, in partnership with other health services. Through a partnership approach, Council will provide a broad range of customer focused health, recreational, cultural and community amenities, services and facilities.

Council is committed to facilitating a healthy and resilient economy through effective leadership, advocacy and partnership.

Through our Human Resource Department, council seeks to maximise the skills and productivity of staff and to utilise the most up- to- date and relevant technology to deliver a quality service. Council is committed to recruiting, retaining and developing staff with a wide range of experience, skills and qualifications.

Colac Otway Shire, through its management of the policy and procedures process, will plan, co-ordinate and provide efficient and accountable services. The Older Persons & Ability Support Service uses consistent policy and procedure to monitor and direct support to all community care staff. Specific work instructions for all aspects of our services are implemented. Colac Otway Shire has an active Occupational Health & Safety committee that oversee and update policies and adhere to risk management through training and enforcement. (Colac Otway Shire Council Plan 2009 -2013)

Standard 2: Appropriate Access and Service Delivery

Each service user (and prospective service user) has access to services and service users receive appropriate services that are planned, delivered and evaluated in partnership with themselves and/or their representative.

Colac Otway Shire is committed to ensuring service users have non-discriminatory access to services and access is decided only on the basis of relative need. Referrals are accepted from the applicant/carer and/or significant other, GPs, Allied Health & Community Health Workers or other service providers.

You must provide your consent before any other person (including family or friends) makes a referral on your behalf. However, there can be exceptional circumstances, if a person is at high risk or in a high risk situation.

Standard 3: Service User Rights and Responsibilities

Each service user (and/or their representative) is provided with information to assist them to make service choices and has the right (and responsibility) to be consulted and respected. Service users (and/or their representative) have access to complaints and advocacy information and processes and their privacy and confidentiality and right to independence is respected.

Colac Otway Shire will provide information that outlines your rights & responsibilities in your preferred language, in a manner sensitive to any special cultural, physical or intellectual needs. Information will include service availability, assessments, service delivery, care plans and the availability of supports through the funded Programs. This will also include services provided by other organisations.

Do you have to disclose private information?

Colac Otway Older Persons & Ability Support Service relies on the information you provide to ensure that the appropriate assistance and support is provided. If you decide not to share some of your information or restrict access to your consumer record this is your right, but it may affect our ability to provide you with the best possible services.

You have the right to request access to your information and to ask for it to be corrected if necessary. Formal consent needs to be obtained and evidenced prior to any of your information being provided to a third party (including family, unless they have legal guardianship).

What happens to information about you while you are a consumer of this service?

Who are we?

We are one of several health and community care services in your area, all working together in partnership to meet your health needs.

What information do we collect about you?

We keep your name and contact details on your consumer record. Other details such as your care plan and information about your health are recorded each time you visit.

Why do we collect your information?

The information we collect helps us to keep up-to-date details about your needs, so we can care for you in the best possible way. We also use the information to better manage and plan this service.

Who else sees your information?

Your information can only be seen by the professionals in this service involved in your care. Otherwise, we only release information about you if you agree or if required by law, such as in a medical emergency.

Any other questions?

Please talk to one of our staff if you have any other questions or complaints about what happens to your information while you are our consumer, or if you wish to access your record.

What say do you have in what happens to your information?

You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. If you decide not to share some of your information or restrict access to your consumer record, this is your right, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

How will your information be protected?

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely.

Can you access your information?

Yes, you have a right to request access to your information and to ask for it to be corrected if necessary.

3.3 Complaints and Service User Feedback

Complaints and service user feedback are dealt with fairly, promptly, confidentially and without retribution. All service users have a fundamental right to lodge a complaint about any aspect of the service that they are not satisfied with. These complaints are viewed seriously and in complete confidentiality. They are dealt with fairly and equitably and in accordance with the OPASS Complaints and Service User Feedback Policy.

(Colac Otway Shire also has an Organisational Customer Service Charter that manages complaints and grievances www.colacotway.vic.gov.au).

When should I raise a complaint?

As soon as you become aware of an issue that needs addressing, raise it. It is recommended that you do not allow the complaint to build or simmer. The more time that elapses, the more difficult it may be to resolve.

With whom should I raise my complaint?

You have the right to raise your complaint with any staff member, however in most cases it is best to contact the Older Persons & Ability Support Service and ask to speak to the Coordinator.

OPASS Complaints and Service User Feedback Process

Step	Timeline
1. A complaint is received via a Community Care Worker, Customer Services or directly from a Client user/representative via letter, email, face to face or telephone.	On day complaint is received

Step	Timeline
2. A <u>Client Complaint/ Compliment Form</u> is created by the person receiving the complaint and the complaint is reported to their Service Delivery Team Officer	On day complaint is received
3. The complaint is reviewed by the Team Leader and relevant information and proposed action is recorded	Within 2 working days of receipt of complaint
4. The Service Delivery Team Officer contacts (by telephone or letter) the Client to advise: <ul style="list-style-type: none"> ○ the complaint is being assessed ○ the process that is followed ○ the timeline ○ their right to an advocate and advocacy agency support (see Section 17: Advocacy). 	Within 4 working days of receipt of complaint
5. The Service Delivery Team Officer forwards the complaint to the Coordinator	Within 5 working days of receipt of complaint
6. The Coordinator reviews the complaint and decides the action to be taken and who takes it	Within 10 working days of receipt of complaint
7. The Coordinator in some circumstances will forwards the complaint to the Manager	
8. The Manager is updated about the progress to action the complaint at the next Manager Coordinator Meeting and proposed action is agreed	Within 15 working days of receipt of complaint
9. Action is carried out. Person/s affected by the complaint are fully informed of all facts and given the opportunity to provide further information	

Step	Timeline
10. The Client is advised of the actions taken to address the issues raised and the outcome of the complaint in a letter	Within 15 working days of receipt of complaint
11. If the Client is not satisfied with the outcome they are advised of the complaints appeal process (see Section 17: Advocacy).	
12. If the Client wishes to appeal, the complaint is reviewed by the Coordinator/ Manager, whose decision is final	Within 25 working days of receipt of complaint
13. The Client is advised of the Coordinator/ Manager's decision and of their option to go to an advocacy agency (see Section 17: Advocacy).	
14. When the complaint is finalised a staff person is identified by the Coordinator to make sure that the Client feels comfortable to continue accessing the service and to obtain feedback on the complaints procedure. The complaint is then closed out.	

Alternatively you can contact the:

Aged Care Complaints Investigation Scheme  1800 550 552

Aged Care Information Line  1800 500 853

Disability Services Commissioner  1800 677 342

Or TTY 1300 726 563

3.4 Advocacy

Each service user's (and/or their representative's) choice of advocate is respected by the service provider and the service provider will, if required, assist the service user (and/or their representative) to access an advocate.










Colac Otway Shire will consult and negotiate with you regarding the circumstances in which the service may no longer be provided, be changed or cease. We encourage you to use an advocate during the consultation process, if desired.

Colac Otway Shire actively promotes the use of advocates and will provide the relevant information to ensure you have access to an advocate of your choice. An advocate is someone who can support you to:

- Make decisions for yourself
- Make your views heard
- Stand up for your rights
- Protect & promote your interests
- An advocate can offer suggestions, inform you of your options, but the final decision will always be yours

An advocate can be a family member, friend or representative from an organisation. If you feel overwhelmed, intimidated or unsure about your rights, you may also wish to use an advocate if you are making a complaint or during the review or assessment process. You can choose your own advocate or we will assist you to contact an independent advocacy agency. Information is not shared or provided to your advocate, unless we have your consent to do so. You can change your advocate or stop using an advocate at any time. Ensure you let Colac Otway Shire representatives know and we will change our record to reflect this.

Contact:

Office of the Public Advocate	 1300 309 337	or	 9603 6500
Aged Care Information Line	 1800 500 853		
Colac Otway Regional Advocacy Service	 52321 009		
Equal Opportunity Commission	 1800 134 142		
Barwon Community Legal Services	 1300 430 599		
Geelong Mental Health Consumers Union	 5229 3055		
Watharuong Aboriginal Cooperative	 5277 0044		
Barwon Disability Resource Council	 5221 8011	TTY	5221 8011

3.5 Independence

The independence of service users is supported, fostered and encouraged. The service provider demonstrates effective management processes based on a continuous improvement approach to service management, planning and delivery.

The assessment process identifies your (and/or your carer's) individual goals and needs. This forms the basis for coordinated services, care plans and partnership care with other service agencies. Ongoing monitoring and timely reviews ensure that your need are being met with the appropriate level and type of service and support. When we can no longer provide you a service due to changes in either your needs, level of frailty or health a referral to a Home Nursing or to the Aged Care Assessment Service (ACAS) for a Comprehensive assessment by a Geriatrician will occur, **with your permission**. Colac Otway Shire and Colac Area Health have an active relationship with the Community Nursing Service and the Allied Health Services Department.

National Disability Insurance Scheme Registration

Colac Otway Shire is a Registered Service Provider with the NDIS.

This registration requires accreditation with the Department of Human Services and ongoing compliance with the DHS Quality Framework. Colac Otway shire achieved this accreditation through HDAA in June 2016.



National Disability Service Standards

There are six National Standards that apply to disability service providers.

1. **Rights:** The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.
2. **Participation and Inclusion:** The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.
3. **Individual Outcomes:** Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.
4. **Feedback and Complaints:** Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.
5. **Service Access:** The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.
6. **Service Management:** The service has effective and accountable service management and leadership to maximise outcomes for individuals.

The Quality Management Principles

These principles describe core features of a service focused on quality for people with disability. The principles emphasise the involvement of people with disability, as well as family, friends, carers and advocates in monitoring and reviewing services and supports. They also emphasise taking a long-term view of how the service or support contributes to the person's life.

The Victorian Charter of Human Rights and Responsibilities



Freedom, Respect, Equality, Dignity

- Right to be recognised and treated equally before the law
- Right to life and to not have your life taken without a lawful reason
- Protection from cruel treatment or punishment, including torture and medical treatment without consent
- Freedom from forced work or slavery
- Right to move freely within Victoria, to come into and leave Victoria, and to choose where to live
- Right to privacy and to protect your reputation
- Freedom of thought, conscience, religion and belief
- Right to hold an opinion and freedom of expression
- Right to gather together, take part in a peaceful demonstration or protest, and to join groups such as political, sport or union groups
- Protection of families and children
- Right to take part in public life, including the right to vote

- Right to enjoy your culture, practise your religion & speak your language
- Right not to have your property taken away, unless the law says it can be taken
- Right not to be arrested or detained unfairly, and right to the security of person, such as protection from harassment and threats in everyday life
- Right to be treated humanely when arrested or detained
- Protection of children in the criminal process
- Right to a fair hearing
- Rights in criminal proceedings including the right to be presumed innocent until proved guilty
- Right not to be tried or punished more than once for the same crime
- Right not to be found guilty of a crime if the behaviour was not against the law when it happened.

The Victorian Charter Supporting People in Care Relationships

The key principles within this Charter and the Carer's Recognition Act 2012 guide the OPASS service and all staff in their daily work practices with the people they support and their Carers. These principles ensure people in care relationships can expect to be:

- Recognised and respected
- Supported
- Encouraged to take part in care planning and making decisions about care

Abuse and Neglect

Colac Otway Shire is committed to upholding the human rights of all people accessing OPASS support services by identifying and responding to circumstances of abuse and neglect.

The following principles guide this commitment:

- Ensure staff are trained to identify situations of actual/potential abuse and/or neglect
- Promote a culture of non-recrimination for those who report situations
- Integrate reported situations into quality improvement systems, and ensure Colac Otway Shire management are provided with data on such incidences.
- Ensure situations reported are responded to in an effective and timely manner, with appropriate follow up.
- Provide clients/carers/staff with information for external avenues of support for concerns about abuse and/or neglect (National Abuse & Neglect Hotline)

All incidents of abuse and neglect, including situations of actual or potential harm and exploitation will be reported through the **OPASS Client Incident Reporting** Process and Team Leaders/Co-ordinator will follow up according to specific funded program guidelines (Client Incident Management System).

Compliments

Compliments are always most welcomed. This encourages staff to maintain their high quality services. All compliments are acknowledged and are put into the compliments and complaints register. You may use the 'Tell Us What You Think' for either a Compliment or a Complaint.

Your Rights as a Service User of Colac Otway Shire

When you access services from Colac Otway Older Persons & Ability Support Service, you have the following rights:

- To be treated with dignity and respect.
- To be assessed to receive services without any form of discrimination.
- To be informed and consulted about available services.
- To choose what services you will receive.
- To privacy and confidentiality.
- To express your own views and ideas.
- To appeal a decision made about your care.
- To have someone with you when you are seen by a health professional.
- To make a complaint about service provision without retribution.
- To have someone speak on your behalf.
- To access your health records upon written request by you or your nominated representative.
- To withdraw your consent for service delivery, information exchange or other shared information.

Your Responsibilities as a Colac Otway Shire Service User

As a participant in any of our programs, you have a general responsibility for the outcome of your decisions. You also have a particular responsibility to respect service providers' staff/volunteers. Please do not to ask staff/volunteers to undertake any duty which would place their physical safety or wellbeing at risk. Your service agreement will also state for you:

- To always be present when receiving your service and provide a safe working environment.
- To ensure the equipment and materials you supply are safe for carers to use.
- To ensure the cleaning products provided adhere to Occupational Health and Safety recommendations.
- To refrain from smoking whilst staff or volunteers are present. (Council is required by law to provide a smoke free workplace)
- To ensure weapons are always secured according to Law.
- To ensure that animals are secure and away from staff or volunteers in the workplace.
- To inform administration/office staff of any cancellation of agreed services. e.g. If you will not be home for a regular visit.
- To let administration/office staff know if your care needs change or if there is anything extra we can do to support you in the home.
- To ensure that smoke detectors are active and working.
- To ensure safe access and exit from your property.
- To pay your account promptly, unless other arrangements are made with Colac Otway Shire.



Older Persons & Ability Support Services

‘Tell Us What You Think’

We value your comments and suggestions for improving our service; also any complements are welcomed. Please tell us what you think and send this form to: Coordinator, Older Persons & Ability Support Service, PO Box 283, Colac 3250 or hand it to either a Customer Service Officer 2-6 Rae Street Colac or Older Persons & Ability Support Community Care Staff.

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- Family member/representative
- Staff member
- Staff member on behalf of a service user
- Other

Name..... Date: .../.../...

Address.....
..... Post Code



5232 9420

Colac Otway Shire

Older Persons & Ability Support Service

