

# Uralta

Community Support

## Service Information Guide

Supporting  
Independent Living





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## Welcome

Welcome to Uralla Shire Council Community Support. This Service Information Guide provides you with information about the variety of services we provide and the way services operate.

Our services are supported by funding from the Commonwealth Government and the NSW Government.



## About us

Uralla Shire Council Community Support offers a range of services to assist older people, and younger people with a disability, to live independently in their homes.



We offer services that provide you with the 'Right Support, at the Right Time, in the Right Place'.

We focus on your choices and your right to determine the supports that you access.

We want to help you to remain independent, and can offer a vast range of services across the New England North West regions.

See our service brochures for detailed information on each service available.

### Client Care

Home Care Packages  
Support Facilitation (planning and coordinating services), assistance in the home (personal care, domestic assistance, social support, respite and carer support).

### Day Centres

Elders programs and mainstream community day centre programs including outings, activities, meals, exercise programs and social support.

### Transport

Coordination of transport services including taxi vouchers, regular bus services and medical transport.

## Our Services:

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### Tablelands Community Support

Uralla Community Centre, Hill Street, Uralla

Phone: 02 6778 6350

Fax: 02 6778 3028

Email: [tcso@uralla.nsw.gov.au](mailto:tcso@uralla.nsw.gov.au)

#### Services:

Home Care Packages

Dementia Respite

Rural and Remote Respite

Complex Case Management

Elders Day Centre (Armidale/Uralla)

#### Service area:

Uralla, Armidale, Walcha, Guyra

### Kamilaroi Ageing & Disability Services

28 Anne st, Tamworth NSW 2340

Phone: 02 5776 5000 Fax: 02 6766 9722

Email: [info@kads.net.au](mailto:info@kads.net.au)

#### Services:

Client Care, Day Centres, Home Care Packages, Respite, Goods and Equipment, Transport.

#### Service Area:

**Aboriginal and Torres Strait Islander Elders Day**

#### Centres:

Armidale, Boggabilla, Quirindi, Walhollow, Werris

Creek, Inverell, Narrabri, Tamworth, Tingha, Toomelah,

Uralla, Wee Waa, Pilliga.

#### Home Care Packages:

Armidale, Inverell & Tamworth.

#### Respite:

(Young people) New England/North West.

#### Goods and Equipment:

New England/North West.

#### Transport:

New England/North West.





### Tablelands Community Transport

The Old Courthouse, Hill Street, Uralla

Phone: 02 6778 6450

Fax: 02 6778 5089

Email: [tct@uralla.nsw.gov.au](mailto:tct@uralla.nsw.gov.au)

**Services:**

Transport

**Service area:**

Uralla, Armidale, Walcha, Guyra

### Bundarra Neighbour Aid

Bundarra Community Health Centre

2 Thunderbolt's Way, Bundarra NSW 2359

Phone: 02 6723 7005

Fax: 02 6723 7006

Email: [bnas@nsw.chariot.net.au](mailto:bnas@nsw.chariot.net.au)

**Services:**

Day Centre

Transport

Social Support

Meals

Handyman & maintenance

**Service Area:**

Bundarra



**Bundarra**  
Neighbour Aid



## Eligibility

Services are provided to different groups, however the broad eligibility requirements are:

- ◆ Over the age of 65 years (50 years for Aboriginal and Torres Strait Islanders), frail and in need of assistance to maintain independence and manage daily tasks,

OR

Younger people with a disability:

- ◆ Under the age of 65 years (or under 50 years for Aboriginal and Torres Strait Islanders).
- ◆ Have a moderate, severe or profound functional and permanent disability and require basic maintenance and support services.

Unpaid Carers may also be eligible for assistance.

To be eligible for a Home Care Package:

- No age restrictions.
- Assessed and approved for a package by ACAT.

Your eligibility for specific programs and services will be determined during your assessment.





## Assessment

Before receiving a service, an assessment of your requirements will be carried out by the service. This assessment is usually completed in your home, however in some cases it may be over the phone.

The assessment determines:

- ◆ Your eligibility for services and supports.
- ◆ Your goals and what services and supports would assist you to achieve these.
- ◆ What services and supports Uralla Shire Council Community Support can offer.
- ◆ How the services will be delivered.
- ◆ When the services will commence.
- ◆ What information service providers will need to perform their duties.
- ◆ If you require any other external services to support your goals.

At the assessment, you will receive an information pack, and will be able to ask any questions or raise any concerns.

### Your Individual Support Plan / Service Agreement

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Information collected during the assessment is used to prepare a **Individual Support Plan**, which outlines your goals, the services you have chosen and how they will be delivered. You will be asked to sign this Plan if you agree to receive the services.

Depending of the type of service you receive you may also be asked to sign a Home Care Package Consumer Directed Care Agreement.

Each year you will be reassessed to determine if your needs have changed and you will be provided with updated Support Plan. If any significant changes occur throughout that year your Individual Support Plan will be reassessed with new goals and services.

**Remember**, we are here to support your choices and to help you receive the services and supports that you require to remain independent. Please contact us if your needs change.

## Safety Check

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Under the Work Health and Safety Act 2011, your home is considered a workplace for our staff.

During the assessment we will complete a Visual Report to ensure that our staff and our service providers can safely perform their duties. If there are any identified issues, your Care Facilitator will work with you to seek a solution.

## Cultural Awareness

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We are committed to providing community Aged and Disability care services that is culturally sensitive, friendly and professional. We provide services for people from Aboriginal and Torres Strait Islander backgrounds and culturally and linguistic diverse cultures.

### Key Considerations

- ◆ Be aware of your own cultural influences.
- ◆ Be aware of judging other people's behaviour and beliefs according to the standards of your own culture.
- ◆ Be aware of making assumptions about cultural influences and applying generalisations to individuals.
- ◆ Understand that the behaviour and beliefs of people within each culture can vary considerably.
- ◆ Understand that the extent to which people adopt practices of their new country and retain those from their cultural background can vary within communities, even within families.
- ◆ Understand that not all people identify with their cultural or religious background.
- ◆ Understand that culture itself is a fluid entity, undergoing transformations as a result of globalisation, migration and the diaspora influence.
- ◆ Increase your knowledge about different cultural practices and issues through cultural background information sessions and/or resources and cultural awareness training.
  - ◆ Understand the importance of appropriate communication<sup>1</sup>.

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<sup>1</sup> [www.culutraldiversity.com.au](http://www.culutraldiversity.com.au)



## Fees

The services provided under the Home Support Program (HSP) and Family and Community Services (FACS) are not free or entitlement services.

Fees and charges vary according to the services you receive and your financial situation. Fees and charges will be discussed with you at your assessment, and reviewed annually.

Home Care Packages – a fee estimator is available at [www.myagedcare.gov.au](http://www.myagedcare.gov.au), which provides an indicative figure of what fees you may be asked to contribute to your care.

If you have any concerns about fees and charges, you are encouraged to contact your Support Facilitator as soon as possible. Direct debit and payment plans can be arranged.

## Rights and Responsibilities

As a care recipient of the **Home Support Program** have the following rights:

### 1. General

- ◆ To be treated and accepted as an individual, and to have your individual preferences respected.
- ◆ To be treated with dignity, with your privacy respected.
- ◆ To receive care that is respectful of you, your family and home.
- ◆ To receive care without being obliged to feel grateful to those providing your care.
- ◆ To full and effective use of all your human, legal and consumer rights, including the right to freedom of speech regarding your care.
- ◆ To be treated without exploitation, abuse, discrimination, harassment or neglect.

### 2. Participation

- ◆ Be involved in identifying the community care most appropriate for your needs.
- ◆ To choose the care and services that best meet your assessed needs, from the community care able to be provided and within the limits of the resources available.
- ◆ To participate in making decisions that affects you.
- ◆ To have your representative participate in decisions relating to your care if you do not have capacity.

### 3. Care and services

- ◆ To receive reliable, coordinated, safe, quality care and services which are appropriate to your assessed needs.
- ◆ To be given before, or within 14 days after you commence receiving care, a written plan of the care and services that you expect to receive.
- ◆ To receive care and services as described in the plan that take account of your lifestyle, other care arrangements and cultural, linguistic and religious preferences.

### 4. Personal information

- ◆ To privacy and confidentiality of your personal information.

- ◆ To access your personal information.

## 5. Communication

- ◆ To be helped to understand any information you are given.
- ◆ We encourage you to provide feedback about our services, staff or volunteers. Your feedback will help us to deliver the best care and assistance to you by identifying what we do well, and what we need to improve.
- ◆ You can give feedback directly to your Care Facilitator or in writing to the Executive Manager Community and Culture, Uralla Shire Council, PO Box 48 Uralla, NSW 2358.
- ◆ Uralla Shire Council Community Support also completes an annual survey of clients to ascertain if the service is meeting your needs and any improvements that can be made.
- ◆ To be given a copy of the Charter of Rights and Responsibilities for Home Care.
- ◆ To be offered a written agreement that includes all agreed matters.
- ◆ To choose a person to speak on your behalf for any purpose.

## 6. Comments and complaints

- ◆ to be given information on how to make comments and complaints about the care and services you receive.
- ◆ to complain about the care and services you receive, without fear of losing the care or being disadvantaged in any other way.
- ◆ to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern.

## 7. Fees

- ◆ to have fees determined in a way that is transparent, accessible and fair.
- ◆ to receive invoices that are clear and in a format that is understandable.
- ◆ to have fees reviewed periodically and on request when there are changes to your financial circumstances.
- ◆ not to be denied care and services because of your inability to pay a fee for reasons beyond your control.

## **Rights – Home Care Package**

As a client of a **Home Care Package** you are entitled to:

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

## **Responsibilities – Home Care Package**

As our client we ask you to:

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

*Home Care Service Client Handbook*

## Code of Ethical Conduct

Our staff are not permitted to:

- ◆ accept any financial rewards or gifts, including any benefits from a client's will.
- ◆ provide services to you outside those detailed in the service agreement.
- ◆ offer financial advice.
- ◆ operate your bank account.
- ◆ act as executor to your estate.
- ◆ act as Power of Attorney.
- ◆ sign credit card transactions, or know your personal identification number (PIN) and online bank security details.
- ◆ offer to buy anything you own.

*Home Care Service Client Handbook*

## Workplace Standards of Conduct

The Uralla Shire Council Workplace Standards of Conduct sets out the minimum standards of behaviour for staff. The Code of Conduct includes the following categories of behaviour:

- ◆ Fairness and equity
- ◆ Harassment and discrimination
- ◆ Development decisions
- ◆ Complaints
- ◆ Conflicts of interest
- ◆ Political donations
- ◆ Other business or employment
- ◆ Gifts and benefits
- ◆ Improper or undue influence
- ◆ Inappropriate interactions
- ◆ Use of Council information
- ◆ Personal information

## Advocacy

An advocate is a person (or organisation) who, with your authority, represents your interests. This may be a family member, friend or advocacy service.

You have the right to appoint an advocate to act on your behalf, and we can assist you to access and appoint an advocate if required.

Your choice of advocate will be respected by our staff. Advocates may be used during assessments, reviews, and complaints or for any other communication between you and our staff.

### Advocacy and Support Agencies

- ◆ National Aged Care Advocacy - 1800 700 600  
A free and confidential service promoting the rights of people receiving aged care services.
- ◆ TARS (The Aged-Care Rights Service Inc.) - 1800 424 079  
Advocacy, legal advice and referral and education services for older people in NSW.
- ◆ People with a Disability Advocacy Service – 1800 422 015  
A national disability rights and advocacy organisation
- ◆ NSW Trustee and Guardian – 1300 364 163  
Provides professional and independent trustee services writing Wills, acting as Executor in deceased estates, administering trusts and Powers of Attorney and delivering financial management services.
- ◆ Disability Advocacy and Information Service (DAIS) - 1300 886 388  
Providing advocacy support and information to anyone with a disability
- ◆ The NSW Carer Line – 1800 242 636  
Offer emotional support, referrals, and distribute carer specific resources and information, to carers, service providers and community members.
- ◆ Carer Assist - 6761 3222 (Tamworth) or 6772 3211 (Armidale)  
Carer advocates who provide individual support services and education and training for carers and families of someone with a mental illness.



## Privacy and Confidentiality

Uralla Shire Council Community Support adheres to all contractual requirements, legislation and guidelines relating to clients privacy and confidentiality and ensures this is upheld at all times.

Our staff will respect your right to privacy. All personal information collected from you, your carer, service providers or referring agencies will remain confidential and will not be shared with other people or organisations without your consent, unless required to be released by law.

Uralla Shire Council Community Support policies and procedures protect service care recipient's privacy, dignity and confidentiality. We only collect care recipient information that is directly relevant to effective service delivery. Care recipients are able to access their own records and should contact Uralla Shire Council Community Support to discuss how. You can access your information at any time with reasonable notice (usually 5 working days).

During your assessment, you will sign a Consent Form outlining who you consent to receive your personal information.

You have the right to withhold any information for privacy reasons. However, in order to provide you with services, we must collect certain personal information from you.

All personal information is stored securely, as required by law.

If you have any concerns about your privacy, please contact Uralla Shire Council Community Support at Uralla Shire Council, PO Box 48 Uralla, NSW 2358.

## Referrals to Other Agencies

If we cannot provide you with the services that you require or your needs have changed and we are no longer able to assist you, we will (with your consent) refer you to other agencies and service providers.

Our organisation has strong links with other community organisations and services and we will help you to get in touch with the best organisation for your needs.

## Feedback

We encourage you to provide feedback about our services, staff or volunteers. Your feedback will help us to deliver the best care and assistance to you by identifying what we do well, and what we need to improve.

You can give feedback directly to your Care Facilitator or in writing to the Executive Manager Community and Culture, Uralla Shire Council, PO Box 48 Uralla, NSW 2358.

Uralla Shire Council Community Support also completes an annual survey of clients to ascertain if the service is meeting your needs and any improvements that can be made.



## Complaints

You have the right to raise any complaints about the services that you receive without fear of retribution. We will endeavour to deal with your complaints in a fair and prompt manner, using our Feedback and Complaints Policy. Your complaints will

### How to Make a Complaint to Our Organisation be kept confidential.

Service Users can raise complaints in any format; written (using the Feedback Form provided) or verbal; via correspondence, email, in person or over the phone.

The way in which a complaint is raised in no way influences the priority or seriousness with which the complaint is treated by USCCS.

Complaints can be raised with any USCCS staff member – it is the staff member's responsibility to ensure the matter is dealt with according to the requirements of this procedure.

USCCS accepts anonymous complaints and will investigate as far as possible. Anonymous complaints will be treated with the same priority as other complaints.

Where a Service User raises an issue but wishes to remain anonymous throughout the process, the complainant will be encouraged to include as much information as possible to allow the matter to be investigated sufficiently and to ensure that a resolution can occur.

A formal complaint can be made in writing to the Executive Manager Community and Culture, Uralla Shire Council, PO Box 48 Uralla, NSW 2358. You will receive a response to your complaint within 12 working days.

### How to Make a Complaint to an External Body

You can make a complaint to an independent body such as:

Aged Care Clients:

Aged Care Complaints Scheme - 1800 550 552

Disability Clients:

The Community Services Division of NSW Ombudsman - 1800 451 524

Human Right & Equal Opportunity Commission - 1300 656 419

National Disability Insurance Agency – 1800 800 110

If you require assistance with preparing, or writing your complaint, please let us know and we will assist you, or find external assistance.

## Refusal, Suspension or Change of Services

You have the right to refuse, suspend or cease a service.

### Cancellation

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You can cancel your services at any time by contacting Uralla Shire Council Community Support. You can reapply for services in the future if your situation changes.

### Suspending Services

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If you need to suspend your services, for instance if you need to go into hospital or residential respite, you must notify Uralla Shire Council Community Support immediately. Services can be suspended for up to 28 days.

If you are out of contact for more than three months, we reserve the right to cancel your services permanently. You will need to reapply to receive services again.

### Changing Services

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If the services you receive no longer meet your requirements, you can request a change by contacting Uralla Shire Council Community Support. Sometimes Uralla Shire Council Community Support will suggest the change, and will provide a reassessment to determine your current requirements.

### Changes to service times, or scheduled appointments and events

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If you cannot receive a scheduled service, or attend a scheduled appointment or event, please contact your Care Facilitator immediately. If you do not contact us, we have a duty of care to implement procedures to locate you (see 'Emergencies' below).

We will try to accommodate any changes if we can, and will reschedule your services where sufficient notice is given (at least 24 hours unless an emergency situation).

## Emergencies

Our staff have procedures to follow if there is an emergency situation or you do not respond to a scheduled visit. These procedures can be tailored to your preferences through an individualised action plan.

In an emergency situation, our staff and service providers will seek emergency help by dialling 000. Your Care Facilitator will be notified, who will immediately phone your emergency contact person.

If you do not respond to a scheduled visit Uralla Shire Council Community Support will firstly attempt to contact you by phone. Then, if unsuccessful, they will phone your nominated emergency contact. If neither you, nor your emergency contact can be reached, the Police may be called to gain access to your home and check that you do not require medical assistance.

Version	Date Created	Reviewed	Approved
1.1	November 2014	EMCC	Managers Comm Support
1.2 – update cultural awareness	February 2015	EMCC	Managers Comm Support

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 PO Box 48, Uralla NSW 2358

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*The material contained in this document does not necessarily represent the views or policies of the Australian Government or the NSW Government.*