



familybasedcare
Association North West Inc.

Client Manual



MISSION

Family Based Care is a community based organisation committed to providing individual support for people with a disability, the frail aged, and their carers in a manner which respects and responds to the changing needs of clients.

PRINCIPALS

Family Based Care is a client driven organisation.

Clients have the right to privacy and confidentiality.

Clients have the right of access to documentation relating to his or her service delivery.

Services will be delivered in a manner that maximises independence, focuses on and complements client's abilities and promotes decision-making.

Services will be flexible, reliable, and appropriate for the client's needs and delivered in an integrated and cost effective manner.

Family Based Care will protect and promote a client's right to have an advocate of his or her choice for all matters relating to his or her service delivery.

Family Based Care will ensure clients have access to a fair and equitable procedure for dealing with complaints and disputes.

Family Based Care is committed to ensuring equity and equality in allocation of services.

Family Based Care is committed to ensuring a safe workplace for all employees.

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1. INTRODUCTION

This manual has been prepared in order that as a Client you will have a greater understanding of Family Based Care, a service organisation which has been specifically designed to meet some of the needs of people within the Home and Community Care (HACC) target group.

A Client is defined as any person who receives a service through any program supported by Family Based Care. This may include Carers and family members as well as people receiving direct care.

Target groups include people with disabilities (regardless of age), the frail aged, people with dementia, Aboriginal or Torres Strait Islanders and their families, people from Culturally and Linguistically Diverse Backgrounds (CLDB), Carers and eligible Department of Veterans' Affairs card holders and financially disadvantaged people within the target group .

This manual details the expectations held by the service of you as a Client, the roles of Staff, plus other general information. If you need further information please contact either the Burnie or Devonport office on the numbers below.

2. CONTACTS

BURNIE

Main Office

12A Wilson Street

Burnie 7320

Telephone: 6431 8411

Mobile: 0418 141 313 (after hours)

Free Call: 1800 684 098

Facsimile: 6431 1417

E-mail: admin@fbcnorthwest.org

DEVONPORT

70 Oldaker Street

Devonport 7310

Telephone: 6424 8461

Facsimile: 6423 5582

E-mail: devonport@fbcnorthwest.org

CARER'S CENTRE – South Burnie

Commonwealth Carer Respite Centre, Commonwealth Carelink Centre & Residential Respite Booking Service

192 Wilson Street

South Burnie 7320

Telephone: 6431 6777

Facsimile: 6431 9085

Commonwealth Carer Respite Centre: 1800 059 059

Commonwealth Carelink Centre: 1800 052 222

E-mail: bgreen@fbcnorthwest.org

3. WHO ARE WE?

Family Based Care Association North West Inc is a not for profit community based organisation managed by a Board of Management with representation from Clients and other interested people.

Family Based Care is an Equal Employment Opportunity (EEO) employer. Funding is received from the Home and Community Care Program and other State and Australian Government sources. Family Based Care also offers a brokerage service to other organisations and individuals.

Family Based Care is a service organisation, which aims to enhance the quality of life of people within the target groups and to enable clients of the service to live as independently as possible within the community avoiding unnecessary institutionalisation.

4. ACCESSING SERVICES

Family Based Care accepts referrals from all sources. This includes self-referral and referrals from family members and friends. Many referrals are received from Community Health Nurses, the Aged Care Assessment Team, the Education Department, Disability Services and General Practitioners.

Referrals are accepted by contacting the office of Family Based Care on 6431 8411. A home visit will be arranged by an Assessment Coordinator who will give the Client all the information he or she may require.

At this assessment the Client will be asked to assist in the completion of the Assessment Profile that will be used as an application for Family Based Care services.

Contact will be maintained and Clients will be notified when hours from the appropriate program become available.

5. WHEN AND WHERE IS CARE AVAILABLE?

Respite and Personal Care is available Monday to Friday. Only **essential care** will be provided on weekends and Public Holidays and will be assessed on a case by case basis.

The duration of the service provided depends on individual and/or family needs and the resources of the Association. Changing circumstances within a home may mean more or less service is required. There is some limited capacity to offer additional support during times of greater need.

Note: Unused allocated Personal Care and Respite hours cannot be accumulated unless by prior arrangements with Coordination Staff or Management.

What is Essential Care? Essential Care is defined as care provided to clients with complex needs. This enables the individual to undertake the essential activities of daily living **where no other assistance is available**. Examples of such care may include assisting a Client into and out of bed, meeting basic hygiene needs such as bathing or showering, assisting with dressing. It does not include preparing meals assisting with housework or providing transport to appointments.

6. PRIORITY OF NEED

Services are provided on an identified needs basis within Program Guidelines and resources. Clients are encouraged to inform Coordinators if care needs change.

7. HOW IS THE SERVICE DELIVERED?

Clients who have been assessed and allocated hours from an appropriate program will receive a Care Plan that has been developed in consultation with the Client. This will include the name of the Coordinator, general guidelines of the funding program, hours allocated, days/times and tasks that are to be completed. Care Plans will be reviewed on a regular basis.

8. COSTS

National Fees Policy for all Home and Community Care Services.

Level of Fees:

For all Respite, Personal Care, Community Nursing, Home Help and Home Maintenance services.

Client Group	One visit per week	Two or more visits
Pensioner or part pensioner	\$5	\$10 maximum per week
Non pensioner	\$20	\$30 maximum per week
Fully funded Client	Full cost	Full cost

* HACC fees are subject to variation. In the event that the fees may cause some financial hardship please feel free to discuss the details with your Coordinator as under special circumstances the fees may be waived either in part or whole.

Cost of Hosting: 50 cents per hour

Cost of Rural & Remote Program: \$1.00 per hour.

Note: Under current guidelines Hosting and Rural Remote Program fees will not be waived.

9. TRAVEL

Family Based Care **does not** normally provide transport as part of its services. Clients requiring transport during Family Based Care hours need to come to a suitable arrangement with the Coordinator **prior** to this service being provided.

Support Staff are entitled to be reimbursed for travel as per the current Family Based Care North West Support Workers Enterprise Agreement if they are required to use their own vehicle for the transport of Clients. If the Support Worker claims for travel that has been authorised, the Association will arrange for a monthly account to be sent to the Client at the current contribution rate as outlined below.

Client Contribution Rate - Where transport is provided in Support Staff's vehicle:

The Client will be charged in accordance with the Support Workers Enterprise Agreement rate, as follows:

Engine Size		Rate
<i>Rotary</i>	<i>Conventional</i>	<i>Cents per kilometre</i>
800cc or less	1600cc or less	60.00c
801cc to 1000cc	1601cc to 2000cc	65.00c
1001cc or greater	2001cc or greater	70.00c

All travel arrangements are to be approved by the Coordinator at the time of assessment or review.

Note: Some programs have separate agreements regarding travel costs. Coordinators will fully inform the client of the applicable program costs at the time of assessment.

10. AVAILABLE PROGRAMS

10.1 Personal Care aims to assist Clients with showering, grooming and/or therapy activities; minimal household tasks, such as, assisting with meals and/or meal preparation. This service is available to people in stable health that can safely be assisted without the need for medical/nursing services. Where Case Management and support is provided by Community Nurses, Disability Services or other agencies, Coordinators may agree to provide personal care to people of less stable health.

10.2 Respite Care aims to assist the Primary Carer to have time out. It is offered in a Client's own home or within the local community. Respite Care is usually provided on a regular basis, but may also be provided on an occasional basis, depending on resources being available.

10.3. Hosting Program is respite support provided in the Host's home, enabling people with disabilities to participate in another family's activities for up to 48 hours per month. This program has specific entry requirements.

10.4 Rural and Remote Program is available to people with a permanent or long term disability aged between 18 and 64 years, who live in isolated or rural communities and who have few or no appropriate community services available to them.

10.5 Mental Health Program endeavours to provide support to individuals with a mental illness and their families. Referrals for this program are only received from Parkside Community Mental Health Team, Burnie or Oldaker Street Clinic, Devonport.

10.6 Dementia Carer Respite Program endeavours to provide in home Respite for the Primary Carers of people with Dementia who exhibit challenging behaviours. Support Staff are specially trained in Dementia Care.

10.7 Individual Support Program aims to provide recurrent personal support and/or respite through individualised support packages designed around skills development and community access.

10.8 Spring Cleaning Program aims to provide a once-a-year spring clean of homes to HACC eligible Clients.

10.9 Commonwealth Carer Respite and Carelink Centre is a brokerage and information service. It is a "one stop shop" for Primary Carers to receive information and short term assistance to access services that will assist them in their role as carers.

10.10 Dementia Carer Support Service provides support, counselling and education for carers of someone at home with dementia. The service also provides regular group meeting across the North West Coast where carers are able to share their experiences and gain peer support.

10.11 Home Maintenance Advisory Service aims to provide support to Home and Community Care eligible people by ensuring that appropriate maintenance is carried out economically by reputable trade's people. This program does not provide funding for home repairs or alterations.

10.12 Veterans' Home Care Program offers packages of care to eligible Veterans' and war widow's who are cardholders of the Department of Veterans' Affairs. The package may include Domestic Assistance, Personal Care, In Home Respite and Home and Garden Maintenance. Veterans' eligible for this service are assessed by Veterans' Home Care Assessors by phoning 1300 550 450.

For issues surrounding service provision phone the Family Based Care office.

11. OCCUPATIONAL HEALTH AND SAFETY

Support Staff have a legal right to a safe and healthy workplace. As a Client your home becomes that workplace, therefore a Coordinator will at the time of your Assessment carry out an Occupational Health and Safety check on your home. This is entered on an OHS checklist. The Coordinator will be looking for hazards that potentially may put Support Staff at risk while providing support. For example, tripping hazards, unsafe equipment and appliances and suitability of bathrooms for Personal Care.

If any problems are identified, the Coordinator will negotiate with the Client to rectify problems. Sometimes the Coordinator won't be able to eliminate the hazard by making changes to the residence or equipment. In these cases the Coordinator will specify specific safe work procedures.

12. ROLES AND RESPONSIBILITIES OF MANAGERS AND COORDINATORS

- Identify, recruit and employ suitably qualified people as Support Staff for Family Based Care.
- Provide appropriate training, support and resources for Support Staff to maintain competencies and currency in work practices.
- Interview and assess potential Clients and their families for eligibility for the service and to determine required assistance.
- Arrange an introductory meeting between the Client, the Support Staff member and the Clients family where appropriate.
- Maintain regular contact with Client and record relevant information.
- Be available to provide support and direction to Clients and Support Staff should the need arise.
- Provide information about services and with the Clients permission refer to more appropriate and/or additional services.
- To inform Clients of waiting list procedures.

13. ROLES OF SUPPORT STAFF

- To provide reliable, competent direct care, supervision and companionship to the Client.
- Perform tasks according to the authorised Care Plan.
- May be required to assume care of other family members (e.g. siblings) only when the Client is present where authorised by Coordination Staff.
- Provide opportunities and experiences that will assist the Client to participate more fully in his or her community.
- Provide authorised transport for the Client as per current Support Worker Enterprise Agreement and Association Policy.
- Assist the client to access mainstream services as required.

14. RIGHTS AND RESPONSIBILITIES OF CLIENTS

As a Client of Family Based Care you have a right to be treated with respect and courtesy, to maintain personal independence and to take part in and be consulted on all of the decisions and aspects of your care. You have the right to refuse service without fear of discrimination and loss of future access to service.

As a Client you have the right to consent to the release of information relating to your care and also have the right to withdraw this consent.

As a Client of Family Based Care you have a number of rights, however along with these rights you also have responsibilities to the people providing your care.

Please refer to the Home and Community Care (HACC) in Tasmania Rights and Responsibilities for Home and Community Care Program Service Users booklet.

15. RIGHT TO AN ADVOCATE

Family Based Care recognises the fundamental right of all Clients to be able to express his or her view.

All Clients have the right to have an Advocate of their choice involved in all steps of negotiating for service or in the provision of their service. The Advocate can be a friend, family member or staff from an Advocacy Service. An Advocate is a person who can provide advice on your rights and responsibilities and with your permission can act on your behalf regarding your decisions with the service provider. An Advocate does not make decisions for you. See handouts for details on contacting specific Advocacy Services. If further information is required you may view the Association's Policy on Advocacy.

16. TIME SHEETS

As part of the process of ensuring accuracy in the provision of your support you will be asked to confirm that support details are correct. Clients have a responsibility to ensure that time sheets are clear, complete and correct **before** signing them. **Please do not sign incomplete or incorrect time sheets.**

Clients and/or Primary Carer's who will be responsible for signing time sheets will be asked at Assessment to sign a Signatory Card for identification for auditing purposes.

17. PRIVACY STATEMENT

Family Based Care Association North West Inc is committed to protecting and maintaining the privacy, accuracy and security of your personal information. This commitment is confirmed in the Principles of the Association and applies to both client and employee information.

17.1 What information will we collect?

The information we will collect will include contact details, personal details relevant to the type of service provided to you, financial information relating to pensions and entitlements and occupational health and safety data on your home which relates to the safety of our workers. From time to time we will also collect information on your perception of our service delivery and systems through an anonymous survey which may be in the form of a questionnaire or by telephone with an employee of this Association.

17.2 How we collect your information

Family Based Care will only collect that information relevant to the professional relationship we have or will develop with you. This information will be collected through home assessment or telephone review with you by a Coordinator. Where we have your permission and it is necessary we may also collect some essential information from other service providers you may have used, or your doctor.

17.3 How we use your information

We will use the information we collect from you to help us plan and deliver high quality individualised services to you. We will also use some of the data we collect in a form which cannot identify you to fulfil our legal and contractual obligations with both the State and Commonwealth funding providers. We will use some of the general anonymous data we collect to support our quality improvement systems which aim to improve and maintain the quality of the services we provide through all programs.

17.4 Who will use your information?

Those members of the Coordination team directly involved in your support will have access to your personal data on a need to know basis. Administration staff of Family Based Care will have access to those personal details pertaining to the raising of accounts or for the completion of national Minimum Data Sets as required by our funding providers. Those Support Staff who provide direct support to you will have access to only that information they may need to provide the level of support you require and as agreed with your Coordinator. Family Based Care will not share your personal information with any individual or organisation not directly involved in the delivery of services to you without your prior written authorisation.

17.5 Security of your information

We will use up-to-date techniques and processes which meet industry standards to ensure that your personal information is kept secure and confidential. Only employees of this Association who perform services on your behalf as previously outlined will have access to your information. We will not retain any of your information for any longer than is required by us to fulfil our legal obligations. For personal details this will be seven years after the last date of service. We will with your assistance keep your information accurate, complete and up to date. No other person or organisation will have access to your information without proper authority.

17.6 Access to your information

You have access to the personal information we hold about you. The Association has a clear policy on the Freedom of Information and this information is available to you during normal office hours. You may request access to view your personal information through your Coordinator or the Service Manager who will explain the specific details to you as per the current policy.

17.7 How to contact us

If you have any concerns or questions in relation to privacy please contact us on 1800 684 098 if you live in the North West or (03) 64318411 if you live outside the 64 telephone region. Alternatively you can email us on admin@fbcnorthwest.org or simply come in and see us at our Burnie or Devonport offices.

18. MEMBERSHIP

As a Client you are invited to become a member of the Association. The annual subscription is \$2.00. This subscription entitles you to participate in the voting process at the Annual General Meeting of the Association and also entitles you to be nominated as a member of the Board of Management within the rules of the Association. (Please see Application for Membership to the Association)

19. MEDICATION

Family Based Care Support Staff, while not directly responsible for administering medication, will take every care to ensure that the instructions of the Client / Primary Carer regarding medication* are carried out. In order for medication to be administered it is the responsibility of the Client / Primary Carer to strictly observe the following instructions. Failure to do so may result in the worker no longer being permitted by Family Based Care to undertake any medication administration during the care time.

- All medication given by a Family Based Care Support Staff employee to a Client during a time of care is to be administered from a **Dose Administration Aid (DAA)** which includes blister or bubble packs (Webster pack), compartmentalised boxes (dosette box) or if in liquid form from a prepared liquid medication dispenser. Support Staff not employed as a nurse will give prepared medication via the oral route only. Support Staff who are employed as a nurse may administer medication as prescribed by the Client's doctor and via whatever route is required in accordance with professional standards and the individual competencies held.
- The exact dose must be placed into the DAA by a Pharmacist.
- Clear and precise instructions should be documented on the Family Based Care 'Medication Check List' which will be retained with the Clients Care Plan. Instructions must include the time to be given, whether the medication is to be given with fluid and what type, and whether it is to be given before, with or after meals.
- Whatever has been placed into the DAA or liquid medication dispenser will be given to the client as instructed at the specified time. The Board of Family Based Care Association North West Inc does not accept responsibility for any adverse effect to a Client resulting from medication either correctly or incorrectly included in a DAA or liquid medication dispenser.
- If the medication is needed more than once during a period of support an appropriate DAA and/or liquid medication dispenser and further instructions are to be provided by the Client/ Primary Carer.
- Immediately following the administration of medication the Support Staff member administering that medication must clearly record the date and time of administration and sign that entry on the Client's Medication Sheet.

Family Based Care draws clients and his or her families attention to the fact that our workers are not employed as nursing personnel, and do not have specialist knowledge regarding medication. The Client/Primary Carer is at all times responsible for ensuring that Support Staff has been fully instructed regarding a clients medication where required.

**Medication as defined includes drugs such as Aspirin and Panadol.*

The Board of Management accepts no responsibility for any medication given by Support Staff, which does not comply with the above guidelines.

20. CLIENT GRIEVANCE PROCEDURE

Clients are advised that you have the right to have an advocate of your choice to support you at any time during the grievance process should there be a grievance over service delivery or fees.

- Any Client who has a complaint is free to discuss this with his or her Coordinator or the Service Manager in the first place who will try to resolve the situation.
- Clients may complete a Complaints Form and return to the Service Manager.
- If this proves unsatisfactory you may contact the General Manager.
- If this still proves to be unsatisfactory you may wish to put your complaint in writing to the President of the Board of Management or his/her delegated representative.

Note: Where a client is unable to provide the complaint in writing, or where he or she has no family support to assist, help may be obtained from one of the available Advocacy Services. (Please see handouts for details on contacting specific Advocacy Service/Translation Services) If the Client is from a Non English Speaking background and is unable to read or write in English, support from a suitable Translating Service can be accessed free of charge for the client.

NOTES