

Beresfield & District Community Care Inc.

Phone: 4964 1131

www.beresfieldcommunitycare.org.au

email: cheryl@beresfieldcommunitycare.org.au



**Beresfield Community Care is registered to provide supports for the
National Disability Insurance Scheme**

Enabling people to live Independently

Home and Community Care
COMMONWEALTH FUNDED PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

Client Information Booklet

Beresfield & District Community Care Inc. Info Book
Attachment

Client Handbook

Contents	Page
Who is Beresfield & District Community Care Inc.	1
Assessment	1
Where is Beresfield & District Community Care Inc.	2
Who is Beresfield & District Community Care Inc.	2
Complaints	2
Appeals	3
Advocacy	3
Interpreter Services	3
Client Rights and Responsibilities	4-5
Smoking	5
Individual Transport	6
Policy for Volunteer Medical Transport Services	7-8
Individual Transport Service Fees	9
Individual Transport	9
Domestic Assistance	10
Shopping	10
Social Support	11-12
Social Support Services Fees	13
Cancellation	13
Home Maintenance (Lawns and Gardens)	14
Meals on Wheels	15-16
Flexible Foods	16
Personal Care	17

BERESFIELD & DISTRICT COMMUNITY CARE INC.



COMMONWEALTH FUNDED PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

CLIENT INFORMATION **HAND OUT**

WHO IS BERESFIELD & DISTRICT COMMUNITY CARE INC.?

Beresfield & District Community Care Inc., is funded under the Home and Community Care Program (HACC). We provide Individual Transport services, Meals on Wheels and Flexible Food services, Home Maintenance (Lawn and Gardens), Social Support, Centre Based Day Care (Friendship Club), Shopping, Domestic Assistance service and Personal Care.

The groups we assist include:

- Frail aged people or aged people who suffer from either Permanent or temporary, moderate or severe disabilities
- People who have moderate or severe disability who are approved under the National Disability Insurance Scheme.
- Carers of a person from either of the above groups

Available to clients in the Beresfield, Tarro, Hexham, Blackhill, Woodberry, Thornton, Metford, Ashtonfield, Millers Forrest, Tomago & Sandgate.

ASSESSMENT

An assessment is undertaken by My Aged Care 1800 200 422 www.myagedcare.gov.au to ascertain your eligibility to access our service for people aged 65 and over.

Eligibility for under 65 is by the National Disability Agency, www.ndis.gov.au

WHERE IS BERESFIELD & DISTRICT COMMUNITY CARE INC. LOCATED?

Beresfield & District Community Care Inc. office operates from Unit 10/16 Huntingdale Drive Thornton. Phone **4964 1131** 8.30am—2pm. An answering machine is available for you to leave a message **24 hours/7days**

Visit our website on www.beresfieldcommunitycare.org.au

WHO ARE THE TEAM AT BERESFIELD & DISTRICT COMMUNITY CARE INC.?

The team at Beresfield & District Community Care Inc. is made up of paid workers and volunteers. The volunteer team members are people from our community who give their time free of charge to assist clients and participants.

COMPLAINTS:

Unfortunately our resources limit the amount of service we can offer at any given time. Beresfield & District Community Care Inc. will always try to provide the service when requested. On occasion however, we are unable to provide the service requested. When a service is refused we will explain the reasons why, and where possible suggest alternative options. If service is refused you have the right to apply for service again at any time in the future. In addition, if you feel being refused service has unfairly treated you, you have the right to make an official complaint and the Complaints Procedure will then be followed.

Complaints can be made by:

- Telephoning 49641131 or by writing to the Manager at P0 Box 322, Beresfield 2322
- Contacting the Ombudsman (NSW) on 1800 451 524
- Aged Care Complaints Scheme on 1800 550 552
- Commonwealth Ombudsman on 1300 362 072

APPEALS:

The client has the right to appeal any decision on a complaint issue. Contact the Manager for details.

ADVOCACY:

An advocate is a person who, with YOUR authority, represents your interests. Clients may use an independent advocate of their choice to negotiate on their behalf. This may be a family member, friend or advocacy service.

Beresfield & District Community Care Inc. will accept independent advocates as representing the interests of the client.

Clients wishing to use an advocate should, where possible, inform Beresfield & District Community Care Inc. in writing of the name of the person they wish to negotiate on their behalf

The client has the right to change an advocate at any time and should inform Beresfield & District Community Care Inc. in writing of the change.

TARS The Aged-care Rights Service
National Disability Advocacy Program
Disability Advocacy NSW

Phone:1800 424 079
disabilityadvocacy@dss.gov.au
1300 365 085

INTERPRETER SERVICES:

Interpreter services are available to clients who do not speak English. You may obtain an interpreter by contacting:

- The Ethnic Affairs Commission Phone: 1300 651 500
- Health Care Interpreter Service Phone: 02 49 246 285
- Translating and Interpreting Services Phone: 131450
- Centrelink Offices Phone: 131202

CLIENT RIGHTS AND RESPONSIBILITIES

Clients are the focus of Beresfield & District Community Care Inc.'s operations and it is important that their rights are acknowledged and promoted at every opportunity. As service users, however, clients also have responsibilities to Beresfield & District Community Care Inc., which they should be aware of

Client Rights:

1. The client, or with their permission their carer has access to all information about themselves held by Beresfield & District Community Care Inc.
2. In cases where a client has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements.
3. The client, and with his or her permission, their carer, should be made aware of all the service options available, and any associated charges/fees.
4. Clients should be made aware of the standard of service, which they can expect. Services should be provided in a safe manner, which respects the dignity, and independence of the client, is responsive to the social, cultural and physical needs of the client and the needs of the carer.
5. Clients' access to services should be decided only on the basis of need and the capacity of the service to meet that need. Clients have the right to refuse a service and refusal should not prejudice their future access to services.
6. Clients have a right to complain about the service they are receiving without fear of retribution.
7. Complaints by clients should be dealt with fairly, promptly and without retribution. The client may involve an advocate of their choice to represent his/her interests.
8. Clients' view should be taken into account in the planning and evaluation of the service.
9. Clients' rights to privacy and confidentiality shall be respected.

Client Responsibilities:

1. Clients or if appropriate the carer should provide reasonable notice if service is not required otherwise a cancellation fee may apply.
2. Client must utilise seatbelts and other vehicle safety devices as directed by authorised team members.
3. Client should act in a way, which respects the rights of other clients and team members.
4. Clients need to take responsibility for the results of any decisions they make.
5. Clients are to play their part in helping Beresfield & District Community Care Inc. to provide them with services.

SMOKING:

Our staff and volunteers are asked not to smoke in clients' homes. We also ask that you respect our staff and volunteer's rights to avoid the dangers of passive smoke by not smoking when you are with one of our team members unless they say it is okay.

All our vehicles and offices are smoke free zones. There is strictly NO SMOKING in them.

INDIVIDUAL TRANSPORT

Available to clients in the Beresfield, Tarro, Hexham, Blackhill, Woodberry, Thornton, Metford, Ashtonfield & sections of Millers Forrest, Tomago & Sandgate.

BOOKINGS ARE ESSENTIAL

We operate a volunteer medical drive service. This service uses unpaid volunteer drivers from our community. They take our clients to specialist medical appointments. Our volunteer drivers can take you to Maitland Hospital, John Hunter Hospital, Mater Hospital, Newcastle Hospital just to mention a few.

Notice is required to arrange a volunteer driver. It is never too early to book.

If more than one client has an appointment at or near the same destination they may be transported together. Therefore some waiting time might be incurred before or after your appointment time.

**REMEMBER TO BOOK EARLY! LATE BOOKINGS
WILL NOT ALWAYS BE ACCEPTED. ALL BOOKINGS MUST
BE MADE THROUGH THE OFFICE.**

PLEASE DO NOT GIVE BOOKINGS TO THE DRIVER.

**BOOKINGS FOR THIS SERVICE REQUIRE AT LEAST 14 DAYS
NOTICE.**

POLICY FOR VOLUNTEER MEDICAL TRANSPORT SERVICE

Clients often request transport when they are being discharged from hospital undergoing day surgery or tests, having chemotherapy or radiotherapy treatment. Whilst Beresfield & District Community Care Inc. will always try to assist our clients with transport we have to follow the policy below in agreement to transport people.

Policy Statement for Medical Transport Services:

Beresfield & District Community Care Inc. services are provided by team members who, whilst committed to providing safe and comfortable transport, are medically untrained. Some clients seeking to use Beresfield & District Community Care Inc. services are affected by medical conditions, which require the assistance of highly trained personnel to ensure a safe and comfortable journey and to deal with any medical emergencies, which arise during a service. For this reason, the following shall apply:

1. Beresfield & District Community Care Inc. services will require certification of fitness to travel from an authorised medical professional (e.g. Doctor or Director of Nursing) before any client can be provided with transport following a procedure that has taken more than three (3) hours or home from day surgery. This also applies when a driver has concerns about the condition of a passenger when being asked to transport them from a health facility. **An adult carer or escort must accompany the client in such instances.**
2. If a volunteer driver is uncomfortable about the condition of a client & doubt their ability to travel safely, then he or she has the right to cancel the service. This applies to home-to-hospital and hospital-to-home services, and on social and access trips.
3. No team member may administer medication to a client, or assist with the administration of medications
4. Beresfield & District Community Care Inc. **will not** provide inter-hospital transfers or transport whilst and inpatient at a hospital. This includes same day discharge and re-admission. Three days must elapse after discharge before Beresfield & District Community Care Inc. will provide a re-admission service to a client.
5. Beresfield & District Community Care Inc. **will not** provide transport to a client on the same day following a general anesthetic.

6. Beresfield & District Community Care Inc. **will not** provide transport for hospital admission from a medical facility.
7. Beresfield & District Community Care Inc. **will not** provide transport to clients who have a drip in.
8. No volunteer driver will provide a service, which requires assistance with toileting where the volunteer has to assist the client with dressing, changing continence pads etc.
9. No volunteer will be asked to transport a client who has a recent and consistent history of violence, aggress, or over sexual behaviour.
10. Beresfield & District Community Care Inc. will be generally unable to transport clients who are having ongoing chemotherapy or radiotherapy. Individual assessment required.
11. In some cases, Beresfield & District Community Care Inc. will be **unable** to transport clients who are on oxygen. We will be unable to provide service when we are unable to secure the oxygen tank in a safe manner or when the oxygen tank is large or heavy presenting an OH & S risk.
12. No volunteer will transport children under the age of 16 years without the proper legal security clearance.
NB. The above policy may also be applied to minor procedures provided in Doctor's surgeries.

INDIVIDUAL TRANSPORT SERVICE FEES *

Fees for services provided by Beresfield & District Community Care Inc. are determined by the Board of Directors and are reviewed periodically.

It is our policy to keep fees to the minimum possible level. We aim to make travel with us affordable to all. In cases of hardship or where a client requests financial assistance, Beresfield & District Community Care Inc. reserves the right to negotiate the advertised fees.

If you feel the fee you are charged is unfair you have the right to complain to the Manager

Price includes carers if they are accompanying client.

Regardless if return or one-way the price remains the same.

DOMESTIC ASSISTANCE

Available to clients in the Beresfield, Tarro, Hexham, Blackhill, Woodberry, Thornton, Metford, Ashtonfield, Millers Forrest, Tomago & Sandgate.

Domestic Assistance offers assistance with domestic chores, including assistance with cleaning, dishwashing, clothes washing and ironing, for a safe secure healthy environment.

Cancellation of service

48 Hours notice prior to service delivery is required or cancellation fee may apply.

Services Available

- Essential cleaning of house areas regularly used by the service user.
- These include bathrooms, toilets, kitchens, laundries, living areas and bedrooms.
- Workers undertake tasks such as cleaning stoves tops, bench tops and fridges as well as mopping or vacuuming floors, dusting, dishwashing, changing bed linen washing, drying and doing essential ironing.
- The provision of a range of services to meet the support needs of service users. All Equipment and chemicals are supplied by Beresfield Community Care.

SHOPPING ASSISTANCE:

If you are no longer able to do your own shopping, we can organize a team member who will either:

- Pick you up and take you shopping. They will assist you with your grocery shopping etc. and then take you home again.
- They can do your shopping for you if you are unable to leave your home due to illness etc.

SOCIAL SUPPORT

Available to clients in the Beresfield, Tarro, Hexham, Blackhill, Woodberry, Thornton, Metford, Ashtonfield & Millers Forrest, Tomago & Sandgate.

What the Service Offers

If you are becoming house bound and tired of watching television etc. we can provide:

1. Day Care Centre: (known as Friendship Club) provides weekly activities on a Thursday to encourage companionship in a relaxed atmosphere.

2. Social Gatherings/Activities: For small groups, this includes playing cards, dominos, barbeques lawn bowling and movie days etc.

3. Social Outings:

Morning Teas are run on Monday mornings.

We hold regular Social Outings for small groups. A calendar is available with all outing listed.

The types of outing vary. Some examples include:

Visits to local museums i.e. Singleton Army Base, Williamtown Fighter World

Picnics at Walka Water Works

Maitland Goal Tours

Library runs.

Newcastle Art Gallery Exhibitions

Newcastle Maritime Museum

Tocal Field Day

Newcastle Botanic Garden

Local McDonald's cafés etc.

To use this service you must register with us on our social outing list.

4. Assistance with Filling in Forms:

One of our Care Co-ordinators will come out and assist you with completing forms if you are experiencing any of the following:

- Confusion in understanding the form
- Difficulty writing
- Difficulty reading the form

5. Companionship Visiting:

If you are house bound or feeling lonely one of our volunteers can visit you, take you out for a cup of coffee, take you for a walk, or just have a cuppa and a chat at home with you.

6. Small Social Group: Clients to meet and enjoy a range of activities including;

- Cards
- Outings
- Library Visits
- B.B.Q,s
- Movies

7. Assistance with Locating an Appropriate Service or Equipment:

We are able to help you find the service, support or specialist equipment you may need by contacting us at the office.

SOCIAL SUPPORT SERVICE FEES

Fees for services provided by Beresfield & District Community Care Inc. are determined by the Board of Directors and are reviewed periodically.

It is our right to keep fees to the minimum possible level. We aim to make service affordable to all. In cases of hardship or where a client requests financial assistance, Beresfield & District Community Care Inc. reserves the right to negotiate the advertised fees.

If you feel the fee you are charged is unfair you have the right to complain to the Manager.

Day Care Centre;

Day Care Centre includes morning tea, lunch and daily activities.

Social Gathering and Activities: Social Outings

All fees will be displayed on calendar provided. *

Companionship Visiting:

There is a small fee for this service.

Cancellation of any Service

48 Hours notice prior to service delivery is required or cancellation
Fee may apply. If a seat has been booked for you at a specific attraction this may
not be refunded.

HOME MAINTENANCE (LAWNS & GARDENS)

What the Service Offers

One or more of the following examples of Home Maintenance could be provided
by our service.

- Minor repairs to gutters
- Install security locks
- Minor plumbing, i.e. washers, minor leaks, minor blockages
- Lawn Mowing Service: \$15.00 Vouchers available *
- One off garden maintenance (low level, etc)
- Electrical — change light bulbs & switches
- Liaising with appropriate allied health providers, principally occupational therapists and nurses regarding assessment of an individual's needs and identification of maintenance works to meet that person's requirements
- We can also consider any other requirements recommended by your Occupational Therapist.

Generous subsidies are available.

Home Modification Service

We can refer you to the Home Modification Service for alterations that you may
need as listed below:

- Internal/External ramps and rails
- Handheld showers
- Widen doorways
- Modify bathrooms

MEALS ON WHEELS

Available to clients in the Beresfield, Tarro, Hexham, Blackhill, Woodberry, Thornton, Metford, Ashtonfield, Millers Forrest, Tomago & Sandgate.

What the Service Offers

MEALS

Meals are delivered FROZEN so that you can have the option of when to eat. We have a choice menu for main meals. We can also provide frozen soup, frozen dessert, juice, bread roll and cheese and crackers.

WEEKEND MEALS#

These are delivered with your Friday meal should you choose this option.

PUBLIC HOLIDAYS

We are closed for Public Holidays and for 2 weeks at Christmas. FROZEN meals are arranged for those clients choosing this option.

WE SUPPLY

Diabetic
Low Salt
Pureed Meals

Low Fat
Vegetarian
Dairy Free

Cut Up/Diced
Low Cholesterol
Gluten Free

When will I get Meals?

Meals are delivered Monday, Wednesday & Friday excluding Public Holidays. However meals can be ordered 7 days per week — all meals are delivered frozen. Meals are normally delivered to your house between 8.30am and 10.30am#

Our preferred method of payment is weekly — collected by the volunteer driver. This can be given to the Meals on Wheels volunteer on a Friday when your meal is delivered or paid at the office during office hours. If this is not convenient, contact the service to make other arrangements.

FLEXIBLE FOODS

Flexible Food exists to connect clients to the Community and to their Social and Family Support Networks. Available to clients in the Beresfield, Tarro, Hexham, Blackhill, Woodberry, Thornton, Metford, Ashtonfield & sections of Millers Forrest, Tomago & Sandgate.

What the Service Offers

Brunch Club- Every second Tuesday at 9.30am to 1.30pm and includes light meal. Dates, location and costs are on the Social Support Calendar. Transport is provided.

Men's Day Out – a get together for men at locations of client's choice, a fee for transport & a light lunch however lunch is at your own expense if you are going to a club etc.*

Personal Care:

Available to clients in the Beresfield, Tarro, Hexham, Blackhill, Woodberry, Thornton, Metford, Ashtonfield & sections of Millers Forrest, Tomago & Sandgate.

What the service offers: Assistance with showering, shaving, preparation of breakfast, limited nail care, assistance with dressing, etc.

Other USEFUL CONTACTS Aged Care

- Gardenia Grove – a day Centre for the Frail Aged 4934 8791
- My Aged Care 1800 200 422
- Commonwealth Carer Support 1800 052 222
- After Hours Emergency Respite Assistance 1800 059 059
- Awabakal Community Aged Care 4962 2822
- Hearing Services 1800 020 103
- Aged Care Rights Service 1800 424 079
- Dementia Helpline 1800 100 500

Other USEFUL CONTACTS

- National Disability Insurance Scheme 1800 800 110
- Ability Incorporated - (02) 6628 8188
- Brain Injury Association of NSW Inc - (02) 9868 5261
- Disability Advocacy Network Inc - (02) 6921 9225
- Disability Advocacy NSW Inc - (02) 4927 0111 or 1300 365 085
- Intellectual Disability Rights Service - (02) 9318 0144
- Multicultural Disability Advocacy Association of NSW Incorporated - (02) 9891 6400 or 1800 629 072
- Newell Advocacy Inc - (02) 6792 3195
- People with Disability Australia Incorporated – (02) 9370 3100 (Qld also)
- Self Advocacy (Sydney) Incorporated - (02) 9622 3005
- Side by Side Advocacy Incorporated - (02) 9808 5500
- Spinal Cord Injuries Australia - (02) 9661 8855
- Indigenous Disability Advocacy Service (IDAS) - (02) 4722 3524
- The Institute for Family Advocacy and Leadership Development Association Incorporated - (02) 9869 0866

****Participant in the National Disability Insurance Scheme fees are as per the New South Wales Support Clusters and Pricing Guide.***

#Meals on Wheels for participants under the NDIS will be delivered Wednesday