



# PENNWOOD HOME CARE



## CLIENT HANDBOOK

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Monday to Friday

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## WELCOME TO PENNWOOD HOME CARE

Pennwood Home Care specialises in delivering “Quality Care with a European Flair” to older people especially those of Serbian and Eastern European backgrounds.

Our mission is to empower the frail aged by providing quality services which meet their individual needs and encourage positive ageing and wellbeing.

The Home Care Program can be funded by the Department of Health to provide consumer directed care packages that provide a higher level of care to suit individually assessed needs.

***Services are generally provided Monday to Friday from 7am to 7pm and include:***

### DOMESTIC ASSISTANCE

Domestic assistance provides assistance with everyday household tasks.

### PERSONAL CARE

Assistance to support independence in personal care activities such as showering and dressing.

### IN-HOME RESPITE CARE

Through providing an in-home support worker carers have an opportunity to pursue other activities or interests.

### SOCIAL SUPPORT

Social support includes social activities and assistance with day to day tasks such as shopping, banking, paying bills and letter writing.

### TRANSPORTATION

Includes transportation to medical appointments, social events, shopping centres, visiting friends/cemetery/outings.

### MEALS

For people who need assistance to prepare, cook and serve their meals.

### SUPPORT AND INFORMATION

We have free pamphlets available, and also books and videos for loan free of charge which provide useful information on many issues which you may be facing including community supports and information.

## NURSING AND ALLIED HEALTH SUPPORT

Nursing and allied health support can be provided if assessed as a need; this can include assessment, wound care, treatments, physiotherapy, podiatry, remedial massage and exercise physiologist.

If you have any services you are interested in that are not covered above, please contact us to discuss these, we are always willing to accommodate new options.

***Evening, weekend and public holiday services may be available by prior arrangement for Personal Care and Nursing requirements.***

## ACCESSING SERVICES<sup>1</sup>

The Home Care Packages Program helps you live independently in your own home for as long as you can. The Australian Government provides a subsidy to an approved home care provider towards a package of care, services and case management to meet your individual needs.

### **Am I eligible to receive a home care package? <sup>2</sup>**

You may be eligible for a home care package if you are:

- an older person who needs coordinated services to help you to stay in your home
- a younger person with a disability, dementia or other special care needs that are not met through other specialist services.

There are no minimum age requirements or residency restrictions but home care packages are not intended for visitors to Australia or people requiring temporary or short-term care.

### **How can I receive a home care package? <sup>3</sup>**

To find out if you are eligible for a home care package or any other help at home services, call My Aged Care on 1800 200 422. The My Aged Care contact centre will ask you a series of questions to determine if you need an assessment by an Aged Care Assessment Team (ACAT).

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<sup>1</sup> My Aged Care 2017, Commonwealth of Australia, accessed 27/2/2017  
<<http://www.myagedcare.gov.au/help-home/home-care-packages>>

<sup>2</sup> My Aged Care 2017, Commonwealth of Australia, accessed 27/2/2017  
<<http://www.myagedcare.gov.au/help-home/home-care-packages>>

<sup>3</sup> My Aged Care 2017, Commonwealth of Australia, accessed 27/2/2017  
<<http://www.myagedcare.gov.au/help-home/home-care-packages>>

During the assessment the ACAT will determine if you are eligible for a home care package and which package level best meets your care needs. There are four levels:

- Level 1 - basic care needs
- Level 2 - low-level care needs
- Level 3 - intermediate care needs
- Level 4 - high-level care needs.

From 27 February 2017, you will be approved for one level of home care package. You will be prioritised for care based on your assessed need.

Each level of home care packages provides a different subsidy amount. This amount is paid to your selected approved home care provider. The subsidy contributes to the total cost of your services and care delivery. It is expected that you will contribute to the cost of your care where your personal circumstances allow.

There is more information about this process in a booklet called "Your Guide to home care package services" which we have included in your Welcome Pack.

If you require any assistance in this processes or would like the booklet in another language please contact our Home Care Co-ordinator on (08) 8341 0401 or emailing [homeservices@pennwood.org.au](mailto:homeservices@pennwood.org.au) .

Languages currently available are:

Arabic	Greek	Maltese
Chinese (Traditional)	Hindi	Polish
Chinese (Simplified)	Hungarian	Russian
Croatian	Italian	Serbian
Dutch	Korean	Spanish
German	Macedonian	Vietnamese

## **Maintaining your independence**

We work in partnership with you to meet your changing needs and to maintain your independence. This is part of our approach to the provision of support. Sometimes this may mean providing more support and at other times reducing support to ensure that you do not lose your independence. Any changes are fully discussed with you before they occur.

Sometimes a person's support needs are greater than we can provide. If this occurs we will discuss it with you and will arrange a referral to a service that is better able to meet your needs.

## **Consumer Directed Care<sup>4</sup>**

Consumer Directed Care (CDC) is both a philosophy and an orientation to service delivery and planning of care. The main objective of CDC is to offer consumers more choice and flexibility about the types of care and services they receive, how they are delivered, by whom and when.

The Home Care Packages Programme provides funding for individually tailored packages of care to meet a consumer's goals, preferences and needs. Home care package funds can be used to purchase a wide range of services including:

- support services – such as help around the home, visiting the doctor and attending social activities;
- personal care – such as help with showering and dressing;
- nursing care, allied health and other clinical services care coordination and case management.

## **Security of Tenure for Home Care Packages**

We ensure the security of tenure for Home Care Package client by advising clients when they commence on a package that, at some time in the future, they may not be able to continue on a home care package.

We can only stop or suspend the provision of all or part of the Home Care Package to you:

- if you cannot be cared for in the community with the resources available to us;
- if you move to an area where we do not provide the services or your needs or condition changes to the extent that you no longer need home care or your needs as assessed by an Aged Care Assessment Team can be more appropriately met by other types of care;
- if you do not meet your responsibilities, as described in the Charter of Care Recipients' Rights and Responsibilities – Home Care for a reason within your control including (but not limited to) your responsibilities to pay your Home Care Fees;
- if access to your Home poses an unacceptable risk to the health, safety and/or the wellbeing of personnel or others;

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<sup>4</sup> CDC 2016, Department of Health, accessed 27/2/2017

<<https://agedcare.health.gov.au/programs/home-care/consumer-directed-care>>

- or on giving you at least 7 days' notice of our decision to cease providing the services for any other permitted reason.

If a client needs to transfer to another type of care we ensure smooth transition by identifying alternative providers, working with the client and referring to My Aged Care if another ACAT assessment is required.

If a client is changing location, we ensure continuity of service delivery during the transfer and assist where possible to arrange services in the clients' new location.

### Leave Provisions for Home Care Packages

Clients can take leave from their package (as long as they advise us in writing) for a holiday, a hospital stay, transition care or respite care. The following arrangements apply for all home care packages

Type of leave	Impact on payment of subsidy to approved provider
Hospital	<ul style="list-style-type: none"> <li>• Home care subsidy is payable (at the full basic subsidy rate) for up to 28 <b>consecutive</b> days in a financial year, for each episode of hospitalisation.</li> <li>• After 28 <b>consecutive</b> days, the subsidy is payable at 25% of the basic subsidy rate.</li> </ul>
Transition care	
Respite care	<ul style="list-style-type: none"> <li>• Home care subsidy is payable (at the full basic subsidy rate) for up to 28 <b>cumulative</b> days in a financial year.</li> <li>• After 28 <b>cumulative</b> days, the subsidy is payable at 25% of the basic subsidy rate.</li> </ul>
Social leave	

Clients must continue to pay the ongoing care fee whilst on leave from their package except if they are in transition care or residential respite care.

## FEES AND CHARGES

### Home Care Packages

You will be consulted about the fees which will not exceed those calculated in accordance with the Aged Care Act 1997 and User Rights Principles 2014. Clients may be asked to contribute towards the cost of their care, based on their income.

#### Providers can ask these consumers to pay:

- a basic daily fee of up to 17.5% of the single basic Age Pension

- an income-tested care fee if your income is over a certain amount.

### **Basic daily fee**

Providers can ask everyone taking up a home care package to pay the basic daily fee, irrespective of the consumer's income and whether or not they are a member of a couple.

This rate increases on 20 March and 20 September each year in line with changes to the Age Pension. This applies to each person receiving a Home Care Package.

### **Income-tested care fee**

Depending on your income, you may be asked to contribute more to the cost of your care. This extra amount is known as an 'income-tested care fee'.

The Department of Human Services works out the income-tested care fee based on an assessment of your financial situation. Please note that if you are a member of a couple, half of your combined income is considered in determining your income-tested care fee, regardless of which partner earns the income. The assessment does not include the value of your home or any other assets.

You can only be asked to pay an income-tested care fee if you have a yearly income above the following approximate thresholds:

- individual person – \$25,792.00
- member of a couple but now separated due to illness (individual income) – \$25,324.00
- member of a couple living together (combined income) – \$40,050.40.

There are annual and lifetime caps that apply to the income-tested care fee. Once these caps are reached, you cannot be asked to pay any more income-tested care fees.<sup>5</sup>

Your contribution will be agreed upon prior to commencement of services between yourself and the Home Care Co-ordinator once support requirements are assessed.

If you are financially disadvantaged, you are still eligible for services and a nominal fee will be agreed upon. No client will be denied a service if they are unable to pay.

We revise the fees in line with adjustments made by the Government to the Aged Care Pension in March and September and advise clients of these changes. Fees are described in the CDC Agreement.

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<sup>5</sup> Help at home: costs explained 2016, My Aged Care, accessed 27/2/2017  
<<http://www.myagedcare.gov.au/costs/help-home-costs-explained>>

Each home care package client receives an individualised budget that includes details of income (both from Government and from client) and expenditure.

### **Unspent funds**

We provide a monthly statement of income and expenditure to each Home Care Package (CDC) client including the balance of unspent funds.

If a client leaves a package<sup>6</sup>:

The unspent home care amount is the total amount of home care subsidy (including any supplements) and home care fees paid (for the period of care) to an approved provider for a client, that have not been spent or committed for the client's care.

The unspent home care amount is calculated for the period between:

- 1 July 2015, or the date on which the client started receiving home care with the your organisation – whichever is later; and
- the date on which your organisation ceased providing home care to the client, known as the cessation day.

From 27 February 2017 if a client ceases care, their unspent home care amount (less any exit amount) will need to be:

- transferred to the client's new home care provider; or
- if the client has left home care (for example if they entered permanent residential aged care or passed away), returned to the Commonwealth and the client (or their estate).

### **Fee reduction**

We recognise that the circumstances of some people may make it difficult to pay the fees for support. If you are experiencing difficulties you can request a fee reduction by completing a Fee Reduction Form. In assessing your request we consider your income, household circumstances and any other special circumstances or hardships that make it difficult to pay. You will be advised of the result of your request within 15 working days.

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<sup>6</sup> Unspent Home Care Amounts 2017, Department of Health, accessed 27/2/2017

< <https://agedcare.health.gov.au/programs/home-care/home-care-packages-programme-resources/unspent-home-care-amounts> >

## **Appeal**

If you are unhappy about the result of your fee assessment or application for a fee reduction you can appeal. Advise the Home Care Coordinator directly and they will provide you with information on the appeals process. The Chief Executive of Pennwood will make the final decision. You will be advised in writing within 30 days of the date of appeal.

## **Paying your fees**

Pennwood Home Care will provide you with an invoice each month. You can make payment via direct debit.

## **SUPPORT PLANNING**

### **Client Consultation**

Clients/representatives are consulted about the support that they are to receive; this is determined through the assessment process.

Where possible, the HCC provides the client with a range of options, taking into account their preferences regarding support and support is tailored to suit the client and meet their needs, both now and in the future. This is balanced with the funding guidelines; support is always delivered in line with funding guidelines.

Options for clients may include:

- The day or time of support
- A choice of support worker if necessary (e.g. language/cultural requirement) and if possible
- A choice of activities that most suit the client's needs and preferences when possible, and
- Consideration of the clients' independence.

Pennwood Home Care respects each client's cultural preferences by ensuring staff have an understanding of the culture of the clients and that, where possible, support is tailored to meet cultural needs. We endeavour to recruit staff from a range of cultural backgrounds to assist in understanding and meeting cultural and linguistic needs relevant to our local demographics.

We consult with the representative or carer (if appropriate) of the client to endeavour to understand their needs and support them through the provision of support and care for the client.

## **A care plan is developed to meet your needs**

A care plan specifies the support you will receive, your participation, any special requirements, the days, the times and the fees. The plan will be explained to you and you will be asked to sign it to confirm your agreement.

## **Care plan reviews**

A member of the Home Care team will visit you at least every 12 months, or more often if necessary, to identify if changes to your support are required to best meet your needs and to maintain your independence. Any changes will be fully discussed with you and will be documented on your care plan.

The need for a more frequent review is triggered by a request for additional supports; a report of hospitalisation, illness or accident; ongoing or increasing use of clinical services by a client; the use of most or all contingency funds; a change in care that cannot be met by the Home Care Package funds; a change in living or carer arrangements; or a report of a decline in physical or mental health from:

- The client
- The carer, family or other representatives
- The support worker/s
- A medical practitioner/health professional or
- Another agency

***If you feel your needs have changed please advise a staff member or contact the Home Care Co-ordinator.***

## **Change in Client Circumstances That Influence Eligibility**

Where client's circumstances or condition changes to the point that services are no longer required the Coordinator can decide to change or cease the provision of services to the client.

For example, if a person receiving meals and transport due to hip problems has a hip replacement and regains full mobility they may no longer need the service. Where a person's general well-being increases to a point where they can undertake all acts of daily living independently their services may be withdrawn.

Any changes required are discussed fully with the client, and their carer if appropriate, and are fully documented on the assessment form and in the client record.

## **Home care agreements**

Home care package clients have a CDC Agreement that outlines the conditions of the package of care that is being provided. You are encouraged to sign it; however, if you choose not to, Pennwood Home Care will negotiate the type and frequency of support with you and document in your record that you have not signed the agreement. You will receive a copy of your CDC Agreement, a copy of your care plan and an individualised budget (with monthly statements).

## **DELIVERING SUPPORT**

### **Keeping appointments**

Our Support Workers work to a very tight schedule which makes it difficult to accommodate short notice changes to appointments. Except in the case of emergencies, a week's notice is required of a change. If we are unable to schedule a new appointment you may have to wait for your next scheduled visit (except where lack of support may impact directly on your wellbeing, such as nursing interventions).

If you are not home when the Support Worker arrives we require payment for that visit as we still need to pay the Support Worker for the time. We will talk with you about what you want us to do if you do not respond to a scheduled visit e.g. contact your next of kin and document this in your care plan.

If you are unable to keep an appointment please ring the office. The more notice you give us, the better the chance of re-scheduling your appointment.

The Home Care Co-ordinator needs to be notified by 5pm the day prior to a scheduled visit, otherwise the visit will be charged for in full.

### **Rescheduling of support visits**

On rare occasions Pennwood Home Care may need to reschedule or cancel a support visit due to unforeseen staff shortages. If this happens we will telephone you as soon as possible to let you know and will endeavour to arrange a new time for the visit.

### **What about smoking?**

All of our staff and volunteers are asked not to smoke in people's homes.

We also request that you do not smoke when a staff member or volunteer is in your home and that you do not smoke in staff and volunteer's vehicles.

### **What about dogs?**

As the behaviour of dogs can be unpredictable we ask you to make sure that any dog other than an assistive dog is restrained whilst the Support Worker is in your home. Our staff are instructed to leave a home if the dog is not restrained.

### **Chemicals in the home**

Our staff may be exposed to chemicals every day due to their work so we insist that they do not work with hazardous chemicals in your home. Support Workers are not permitted to use bleach-containing products or any corrosive chemicals such as oven cleaners. Simple detergents and non-hazardous chemicals can be used by Support Workers.

All cleaning products have instructions for use on them and advise if the product is hazardous and what protective equipment should be used. Purchase non-hazardous chemicals for the Support Workers to use. Support Workers will use the appropriate personal protective equipment, such as gloves when using chemicals.

## RIGHTS AND RESPONSIBILITIES – HOME CARE

As a client you have both rights and responsibilities.

### RIGHTS – HOME CARE

#### ***Your rights are:***

#### **General**

- (1) Each care recipient has the following rights:
  - (a) to be treated and accepted as an individual, and to have his or her individual preferences respected
  - (b) to be treated with dignity, with his or her privacy respected
  - (c) to receive care that is respectful of him or her, and his or her family and home
  - (d) to receive care without being obliged to feel grateful to those providing the care
  - (e) to full and effective use of all human, legal and consumer rights, including the right to freedom of speech regarding his or her care
  - (f) to have access to advocates and other avenues of redress
  - (g) to be treated without exploitation, abuse, discrimination, harassment or neglect.

#### **Consumer Directed Care - choice and flexibility**

- (2) Each care recipient has the following rights:
  - (a) to be supported by the approved provider:
    - (i) to set goals in relation to the outcomes he or she seeks from home care
    - (ii) to determine the level of ongoing involvement and control that he or she wishes to have in the provision of the home care
    - (iii) to make decisions relating to his or her own care
    - (iv) to maintain his or her independence as far as possible
  - (b) to choose the care and services that best meet his or her goals and assessed needs and preferences, within the limits of the resources available

- (c) to have choice and flexibility in the way the care and services are provided at home
- (d) to participate in making decisions that affect him or her
- (e) to have his or her representative participate in decisions relating to his or her care if he or she requests it or if he or she does not have capacity
- (f) to choose the approved provider that is to provide home care to him or her, and to have flexibility to change that approved provider if he or she wishes.

### **Consumer Directed Care - care and services**

- (3) Each care recipient has the following rights:
  - (a) to receive reliable, coordinated, safe, quality care and services which are appropriate to meeting his or her goals and assessed needs
  - (b) to be given before, or within 14 days after, he or she commences receiving home care, a written plan of the care and services that he or she expects to receive
  - (c) to receive care and services that take account of his or her other care arrangements and preferences
  - (d) to ongoing review of the care and services he or she receives (both periodic and in response to changes in his or her personal circumstances), and modification of the care and services as required.

### **Consumer Directed Care - individualised budget and monthly statement of available funds and expenditure**

- (3A) Each care recipient has the following rights:
  - (a) to receive an individualised budget for the care and services to be provided
  - (b) to have his or her individualised budget reviewed and, if necessary, revised if:
    - (i) the care and services to be provided, or the costs of providing the care and services, change; or
    - (ii) he or she requests the approved provider to review and, if necessary, revise the individualised budget
  - (c) to receive a monthly statement of the funds available and the expenditure in respect of the care and services provided during the month.

### **Personal information**

- (4) Each care recipient has the following rights:
  - (a) to privacy and confidentiality of his or her personal information
  - (b) to access his or her personal information.

### **Communication**

- (5) Each care recipient has the following rights:
  - (a) to be helped to understand any information he or she is given
  - (b) to be given a copy of this Charter
  - (c) to be offered a written agreement that includes all agreed matters
  - (d) to choose a person to speak on his or her behalf for any purpose.

### **Comments and complaints**

- (6) Each care recipient has the following rights:
  - (a) to be given information on how to make comments and complaints about the care and services he or she receives
  - (b) to complain about the care and services he or she receives, without fear of losing the care or being disadvantaged in any other way
  - (c) to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern.

### **Fees**

- (7) Each care recipient has the following rights:
  - (a) to have his or her fees determined in a way that is transparent, accessible and fair
  - (b) to receive invoices that are clear and in a format that is understandable
  - (c) to have his or her fees reviewed periodically and on request when there are changes to his or her financial circumstances
  - (d) not to be denied care and services because of his or her inability to pay a fee for reasons beyond his or her control.

## RESPONSIBILITIES – HOME CARE

### ***Your responsibilities are:***

#### **General**

- (1) Each care recipient has the following responsibilities:
  - (a) to respect the rights of care workers to their human, legal and workplace rights including the right to work in a safe environment
  - (b) to treat care workers without exploitation, abuse, discrimination or harassment.

#### **Care and services**

- (2) Each care recipient has the following responsibilities:
  - (a) to abide by the terms of the written home care agreement
  - (b) to acknowledge that his or her needs may change and to negotiate modifications of care and service if his or her care needs change
  - (c) to accept responsibility for his or her own actions and choices even though some actions and choices may involve an element of risk.

#### **Communication**

- (3) Each care recipient has the following responsibilities:
  - (a) to give enough information to assist the approved provider to develop, deliver and review a care plan
  - (b) to tell the approved provider and their staff about any problems with the care and services
  - (c) before the care recipient changes approved providers, to tell the approved provider and their staff of the day the care recipient intends to cease to receive home care services from the approved provider.

#### **Access**

- (4) Each care recipient has the following responsibilities:
  - (a) to allow safe and reasonable access for care workers at the times specified in his or her care plan or otherwise by agreement
  - (b) to provide reasonable notice if he or she does not require home care to be provided on a particular day.

## Fees

- (5) Each care recipient has the responsibility to pay any fees as specified in the agreement or to negotiate an alternative arrangement with the provider if any changes occur in his or her financial circumstances.

## PRIVACY AND CONFIDENTIALITY

**Pennwood Home Care is committed to protecting your privacy and confidentiality. We comply with the *Privacy Act 1988*, *Privacy Amendment (Enhancing Privacy Protection) Act 2012* and the Australian Privacy Principles.**

### ***To ensure your privacy:***

- Client files and other information are securely stored
- We only collect information about clients that is relevant to the provision of support and we explain to clients why we collect the information and what we use it for
- We seek consent from clients to, in an emergency, disclose personal information to other health service providers as appropriate to provide emergency care or services
- We seek consent from clients to provide access to client records to government officials (or their delegates) in the conduct of quality reviews or the investigation of complaints. We advise clients that these individuals are required to keep all information accessed through this process confidential
- Information provided to government bodies regarding service provision (such as MDS data) does not identify the client. If any information is provided to outside government agencies for data purposes, we ensure that the information is de-identified and we make a note in the client's record what information was shared and to whom
- Consent to share personal information can be withdrawn at any time by the client
- Clients can ask to see the information that we keep about them and are supported to access this information if requested within 30 days of the request. Information is provided in a format accessible by the client. The client can nominate a representative to access the client's records held by Pennwood Home Care
- All information relating to clients is confidential and is not disclosed to any other person or organisation without the client's permission
- We only share information when it is necessary to ensure appropriate support is delivered and only with the client's permission/consent beforehand

- The provision of information to people outside the service is authorised by the Home Care Co-ordinator
- We do not discuss clients or their support with people not directly involved in supporting them
- Our organisation takes steps to correct information where appropriate and regularly review client information to ensure it is accurate and up to date
- Assessments and reviews are always conducted in private with the client and the Home Care Co-ordinator or their delegate unless the client consents to their carer, advocate or other person being present
- During client assessments the Home Care Co-ordinator or their delegate asks the client about any particular preferences they have such as their preference for a male or female support worker. These are noted on their assessment form and on the support plan
- Any discussions between staff about clients are held in a closed office
- Clients are supported by us should they have a complaint or dispute regarding our privacy policy or the management of their personal information
- Any references to individual clients in meeting minutes refer to the client by initials only or another unique identifier, such as their client number.
- We confidentially destroy any personal information held about our clients when it is no longer necessary to provide support.

## COMPLAINTS AND FEEDBACK

Pennwood Home Care encourages clients to provide feedback on the support we provide. This assists us to better meet your needs and to plan for the future.

If you are unhappy with any of the services you receive, please let us know. If you do not feel comfortable with the Support Worker who visits you, please let the Home Care Co-ordinator know and a change of staff can be arranged if necessary.

All complaints and feedback are treated in confidence and will not affect the quality of support you receive or any other dealings you have with Pennwood Home Care.

### Complaints procedure

1. You are encouraged to raise your complaint with the staff member concerned if you feel comfortable to do so.

2. If you are not happy to discuss the issue with the staff member or are not satisfied with the outcome you can contact the Home Care Co-ordinator. Remember that you can use an advocate to assist you. Phone numbers are:

Home Care Co-ordinator	0428 043 133
CE	(08) 8341 0401

3. Pennwood CE will liaise with the Coordinator and work to resolve the complaint.
4. If the issue is not satisfactorily resolved you can submit your complaint in writing to:

Chairperson of the Board  
Pennwood Home Care  
19 Windsor Avenue  
Pennington SA

We are happy to assist you with this if you phone the office on  
08 8341 0401

5. If you are unhappy with the CE's decision you may wish to contact someone outside the area of Pennwood Home Care such as one of the advocacy and external complaints contacts listed over the page.
6. Once your complaint has been finalised someone from Pennwood Home Care will be in touch to make sure you still feel comfortable to access support and to ask for your feedback on the complaint process.

## ADVOCACY

You have a right to use an advocate of your choice to negotiate on your behalf with Pennwood Home Care. This may be a family member, friend or advocacy service. A list of advocacy services is provided below. We can help you contact a service if you like.

### WHAT IS AN ADVOCATE?

An advocate is a person who, with your authority represents your interests. Advocates may be used during assessments, reviews, and complaints or for any other communication between you and Pennwood Home Care.

### APPOINTING AN ADVOCATE

If you wish to appoint an advocate let us know in writing, the name of the person you wish to be your advocate. You can use the form - Authority to

Act as an Advocate. You can change your advocate at any time using the Authority to Act as an Advocate form.

## GUIDELINES FOR ADVOCATES

Guidelines for advocates are included with the Authority to Act as an Advocate form for you to pass on to your advocate.

## ADVOCACY AND EXTERNAL COMPLAINTS CONTACTS

Advocacy and external complaints contacts available to clients include:

### **National Aged Care Advocacy Line**

Ph: 1800 700 600

Aged Rights Advocacy  
Service Inc. (ARAS)  
16 Hutt Street  
Adelaide SA 5000  
PO Box 7234  
Hutt Street SA 5000

Freecall: 1800 700 600 (for country  
callers only)  
Phone: (08) 8232 5377  
Fax: (08) 9479 7599  
Email: aras@agedrights.asn.au  
Website: www.sa.agedrights.asn.au

Aged Care Complaints  
Commissioner  
GPO Box 9848  
In your Capital City  
*8.30 am-5.00 pm weekdays,  
10.00 am-5.00 pm AEST  
weekends and public holidays.  
After hours calls will be returned  
as quickly as possible.*

Phone: 1800 550 552

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