



SYDNEY WEST COMMUNITY CARE (CACP) CLIENT INFORMATION BOOK



Mission Statement

“Our Mission is to offer care of the highest possible standard consistent with UPA’s Christian commitment and the expectations of society”

“STRIVING FOR EXCELLENCE”

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UPA PHILOSOPHY OF CARE

The United Protestant Association of NSW Limited (UPA) is a Christian Care Organisation established in response to God's love to care for people.

We believe that every human being has the basic right to live at peace with dignity and security and that that right does not diminish with age.

To this end we will provide an environment in which physical and social needs may well be met and a sense of security, love and belonging may be realised. We will also provide opportunities and resources for each individual to maintain and develop self-esteem and the realisation of personal potential.

We shall offer security for the future by facilitating access to all levels of care.

Our continual aims and objectives will be to provide a caring atmosphere of Christian love and understanding. Therefore our services will be based on Christian principles and practice.

OUR VALUES

Compassion, Respect, Integrity, Kindness

WHAT IS UPA?

UPA is a Christian Welfare Organisation committed to the provision of care and accommodation for elderly people and disadvantaged children.

Founded in 1938 by Mr. Thomas Agst B.E.M., J.P. the Association has expanded to over twenty centres throughout N.S.W., touching the lives of thousands of people through the provision of quality care in an environment of Christian love and compassion.

From its inception, the emphasis of being a United Christian Care Association has been the foundation for all our care activities. Clients and staff from a variety of religious faiths, ethnic and social backgrounds are valued members of our community.

At UPA, we believe Clients must retain their identity, dignity and independence.

MESSAGE FROM THE PROGRAM MANAGER

We are delighted that you are interested in our organisation. This client information book is designed to provide you with information on the UPA Sydney West Community Care - Community Aged Care Packages which is funded by the Australian Government – Department of Health and Ageing.

The general information is to assist you to maintain health and well being with a “whole person” approach to meet your changing needs and circumstances.

We ask that you read the handbook and discuss your options with your family or representatives. If you require further information, please contact us.

We look forward to being of service to you.

Thank you for your interest in UPA.

Kind regards,

Angie Lu
CACP Program Manager
123-157 Bungaree Road
Pendle Hill
02 8197 9306

HOW THE PROGRAM WORKS

The Community Aged Care Packages (CACP) are individually planned and coordinated packages of support services to assist older people living in the community to remain at home. This enables them to remain contributors to the important network already developed, recognising both their dignity and their value for our society. Referrals to this program can come from any source.

To be eligible for the program people need to have been assessed as requiring the same level of care as they would be eligible for in a residential facility. This assessment is conducted by the local Aged Care Assessment Team (ACAT) based at a hospital. Once the assessment has been completed, and the applicant's eligibility determined, they are then considered for admission if there is a vacancy in the program.

The Program Manager will make an appointment to visit the person in their own home and in conjunction with the person and their representatives determine their care needs and establish how these care needs may be met. The person is then offered a written agreement assuring them of the services provided.

The Program Manager is able to work closely with the person's Doctor, other service providers, family members, friends, neighbours etc. to ensure that all supports are provided and co-ordinated. The Program Manager becomes the Case Manager and the point of contact for this network. This is particularly important in a time of crisis or an emergency. Case management is a collaborative process of assessment, planning, facilitation and advocacy for options and services to meet an individual's health needs through communication and available resources to promote quality cost effective outcomes.

The program will provide a planned and coordinated care services to meet the person's assessed care needs. The program will have an understanding and empathy with the cultural values and lifestyle of the person.

A regular review of service provision will be completed by the Program Manager in conjunction with carers and family representatives to ensure the program continues to meet the Client's needs.

Should the Client at any time decide they wish to leave the program and enter other care, then the Program Manager is able to advocate and liaise for the Client in this regard.

HOW THE PROGRAM WORKS (Cont'd)

In circumstances where we assess that your care needs are unable to be met through our service under this agreement, we will assist in making an application for you for residential based care or other appropriate care.

Services that may be provided as part of the Package:

- Case management
- Showering / bathing
- Dressing / undressing
- Light housework
- Laundry assistance
- Monitoring Medication (using a Webster Pak)
- Arrangements for Day care
- Respite for carers
- Transport to appointments
- Shopping / banking
- Meal preparation or provision

FEES

Fees are determined in accordance with Commonwealth guidelines and by agreement with the Client or the Client's Representative

Fees payable are assessed according to the client's income and the level of essential living expenses and Commonwealth Community Care Guidelines, and are equivalent to 17.5% of the maximum single pension.

All fees and charges are subject to variation as set out in the Agreement for UPA Sydney West Community Care

Reviews of ongoing fees are conducted as determined by the Program Manager.

Payment is always required at the end of the fortnight after services have been provided.

PAYMENT METHODS

- Direct Debit is the preferred option for payment. An Authority form will be provided to give approval for the Organisation to receive Client fees by Automatic Bank Transfer.
- Payment by cheque will be accepted if the above is not possible.
- Payment is always required fortnightly at the end of the fortnight after services have been provided.

FINANCIAL STATEMENTS

UPA Community Aged Care keeps financial records as required by the Australian Accounting Standards. We have an Accountant on staff and all records are audited on an annual basis.

Invoice statements will be sent to clients on a monthly or quarterly basis as agreed with the client.

Should you require an audited annual statement, please contact the Administration Office. Please put your request in writing.

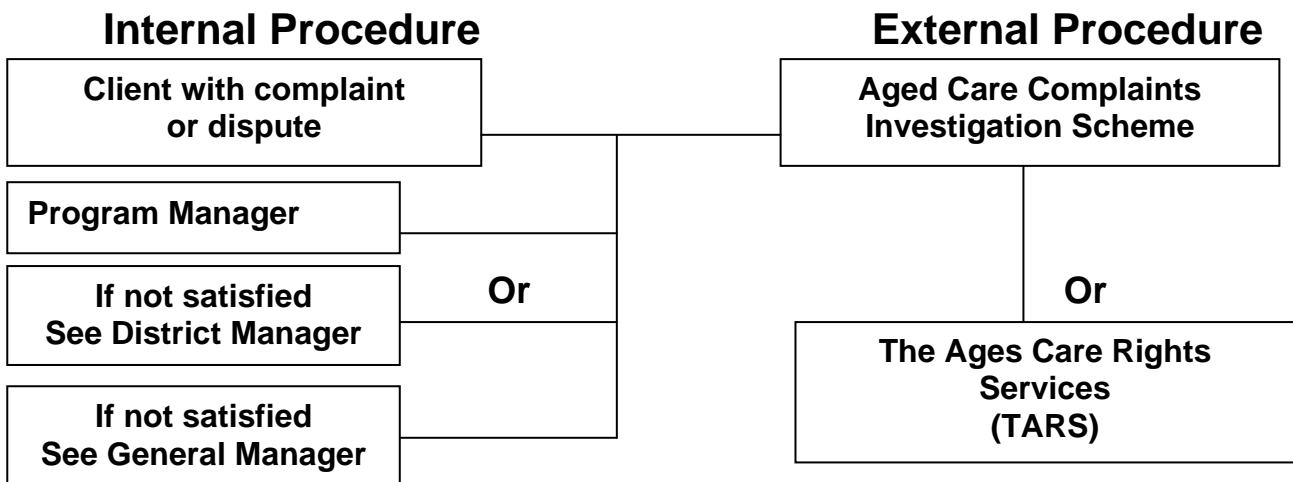
DISPUTE RESOLUTION AND COMPLAINTS HANDLING

You are entitled to make, without fear of reprisal, any complaints about the provision of community care. In good faith we will attempt to resolve any dispute between you and us.

The UPA Disputes Charter aims to provide Clients and Management with the means by which such disputes can be resolved in an easy, and informal way.

As may be needed or requested we will convene a meeting with you or your representative to hear the complaint, and take appropriate action.

The flow chart following indicates the steps Clients may take when attempting to solve any disputes or complaints. UPA Management encourages the Client to firstly discuss the matter with the Program Manager or District Manager.



Where Can I Get Help?

Further information on the Disputes and Complaints is available from the Program Manager or District Manager. You may choose to contact the following organisations directly:

Aged Care Complaints Investigation Scheme

Department of Health & Ageing
GPO Box 9848
Sydney NSW 2001
Phone: 1800 550 552
www.health.gov.au/oacqc

The Aged Care Rights Services (TARS)

Level 4, 418A Elizabeth Street
Surry Hills NSW 2010
Phone: 1800 424 079
02 9281-3600
Email: tars@tars.com.au

YOUR RIGHTS & RESPONSIBILITIES

As a Client of the Australian Government funded program, you are entitled to rights covered by the Aged Care Act and Principles, 1997.

Once approved for a place in the program your place is secured. This means you may remain a client of the program until such time as it is no longer possible for us to meet your care needs.

Places in the program are offered following an Assessment by an Aged Care Assessment Team and the Care Service Provider. It is not possible to allow a Client to enter the program without the approval of both the Aged Care Assessment Team and UPA Program Manager.

UPA CHARTER OF CLIENT RIGHTS & RESPONSIBILITIES

A. Each Client of a CACP service has the right to:

- Receive high quality care appropriate to assessed needs as agreed upon by Client/Carer and Co-ordinator.
- Full effective use of personal, civil, legal and consumer rights.
- Access to personal information written in their Client file.
- Be treated with dignity, respect and courtesy
- Be treated without discrimination or victimisation and without being obliged to feel grateful to those providing care.
- Personal privacy
- Freedom of speech
- Complain and have appropriate action taken to resolve disputes.
- Maintain their independence, including making own choices and decisions.
- Have access to advocates and other avenues of redress.

B. Each Client has the responsibility to:

- Treat staff with dignity, respect and courtesy, free from any form of harassment
- Respect the efforts of the Organisation to provide the best service possible within available resources.
- Co-operate with the Organisation in providing a safe home environment for you and care workers.
- Acknowledge the skill of staff and not expect them to operate outside of their capacity.
- Pay the required fee by the due date to UPA.

STAFFING

- Trained staff will be responsible for providing the services as in Care plans
- All UPA staff and agency staff attached to UPA Community Aged Care Program will have photo identification with them.
- All staff have undergone regular police checks.
- All staff have a responsibility to protect the confidentiality of Clients.

ACCOUNTABILITY

UPA is accountable to the Australian Government – the Department of Health and Ageing. This Department regularly reviews the service provided by UPA Community Aged Care to ensure compliance with Departmental guidelines.

The Client has the right to refuse participation in any such evaluation.

LEAVE

Provision has been made within the packages to enable Clients to take a holiday, to enter hospital or to temporarily receive alternative care without losing access to the package within each financial year.

This enables clients to have:

- 28 days social leave per year
- 28 days Respite leave per year and
- Hospital leave unlimited.

NOMINATED REPRESENTATIVE / ADVOCACY

Clients should nominate a responsible person whose role will be to represent the Client in the event of Clients not being able to carry out their own business.

Independent Advocacy Services are available for Clients to use. They may act on the Client's behalf to communicate with UPA Community Aged Care Program or other services about Client needs.

The toll free National Aged Care Advocacy Line on: 1800 700 600 or Aged Care Information Line on: 1800 500 853

UPA CONFIDENTIALITY & PRIVACY POLICY

We can only use the personal information that you have given to us:

- for the purpose connected with the provision of care to you by us; or
- for a purpose for which the personal information was given by you or your representative to us.
- We can only disclose personal information relating to your care with your written consent or:
 - for a purpose connected with the provision of aged care to you by us; or
 - for a person connected with the provision of care to you by another provider
- for a purpose for which personal information was given by you to us.

We are also bound to observe the National Privacy Principles in the Privacy Act and to comply in all respects with all applicable laws relating to the use of personal information.

WORKPLACE HEALTH AND SAFETY

You understand that your residence and the land upon which it is situated will be a workplace for our staff members.

You are responsible:

- To ensure that we are made aware of any risks associated with our staff being at your residence;
- To take steps to ensure that any risks are rectified and addressed.

You will also allow us, upon being given notice, to conduct an inspection of your residence and land to assess the risks of providing services.

SOME FREQUENTLY ASKED QUESTIONS

The following list of questions and answers is provided for your general information. However, should you have further questions or require any further information, please do not hesitate to contact me by telephone:

Name: Angie Lu
Position: Community Care Manager
Location: Sydney West Community Care
Telephone: 8197 9306

QUESTION 1

How do I, as a prospective Client, receive a Community Aged Care Package (CACP)?

Prior to acceptance into a CACP program, a full assessment will be completed by the Aged Care Assessment Team. This will ensure you are eligible. There may be times when the Assessment Team will visit together with the CACP Program Manager.

QUESTION 2

Do I have to provide documentation of my Medical condition and Medications? If so, who will have access to it?

Yes, but we will gain your permission for the Doctor to provide the information required.

Only staff directly involved with your care will access this information.

QUESTION 3

Who has access to my personal information?

Confidentiality is respected but there are occasions when other Health Professionals may need to be consulted about your issues. See Agreement regarding your consent for this to happen.

QUESTION 4

Do I have a choice of services that I need?

Yes. In consultation with the Program Manager, a care plan and duty roster will be developed which endeavour to meet your needs within the time available.

QUESTION 5

Do I have a choice of time about when the services will be delivered?

Yes. Where possible, your choice will be met within the constraints of the program. Discussion with the Program Manager is encouraged if you have concerns.

QUESTION 6

Can my Contract with UPA be terminated?

Termination by You:

This Agreement may be terminated by you if you give us notice in writing.

Termination by Us:

We may reallocate your community care place to another care recipient only if:

- (a) Your condition changes to the extent that you no longer need community care services or that your needs can be met more appropriately by other types of service or care.
 - (b) You cannot be cared for in the community with the resources available to us
 - (c) You give notice to us of your wish to terminate this agreement and no longer wish to receive care from us or want to move to an alternative service
 - (d) The community care service operated by us is closing permanently
 - (e) Providing care services to you at your residence presents an unreasonable risk to our staff.
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QUESTION 7

What happens when I can no longer be cared for in the program?

Consultation will be held with the Aged Care Assessment Team, the Program Manager and you and/or your representative to determine your care needs. The Program will endeavour to assist you to find appropriate alternative support.

QUESTION 8

What “quality of staff” will deliver services in my home?

- Staff that are employed by UPA have been selected for their qualifications and ability to work in aged care.
 - Staff chosen by UPA has undergone regular police checks and work by the philosophy set down by UPA.
 - UPA provides continuing staff education to ensure all staff are kept up to date in the delivery of care.
 - Your care staff will be informed about your individual social and cultural needs.
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QUESTION 9

Who is responsible if a staff member accidentally breaks an item while cleaning house or doing a job at my home?

Staff will not be held responsible for accidental breakages while carrying out their duties at your home. All care will be taken but no guarantee can be given that breakages will not occur. You are responsible for maintaining public liability insurance.

QUESTION 10

Who is liable should a staff member be injured while working on my premises?

All staff are covered under UPA Aged Care Workers Compensation Policy. Staff are encouraged to report any workplace hazards and a solution to these hazards will be negotiated with you. It is advisable for you to have public liability insurance to accommodate unforeseen circumstances over which UPA has no control.

QUESTION 11

Am I covered by Insurance should there be an accident while I am travelling in a staff member’s car?

A requirement of employment is that staff must have Compulsory Third Party Insurance for their car.

MORE INFORMATION

All prospective Clients and their families are encouraged to visit the CACP Office themselves and to talk with the Program Manager.

CONTACT ADDRESS & TELEPHONE NUMBERS

Sydney West Community Care
123-157 Bungaree Road
Pendle Hill NSW 2145
02 8197 9306
02 9631 0540

ACCEPTANCE OF CONDITIONS

By signing of the Client Agreement, Clients are deemed to be accepting the conditions contained within this handbook, the Agreement and all other material distributed by UPA.

