



With you, For you

Important information for our clients

care  **forward**
health + **homecare**

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Your Rights and Responsibilities

All service providers must follow the *Charter of Care Recipients' Rights and Responsibilities for Home Care* (the Charter).

The Charter acknowledges your rights and those of your family and carers, as well as your responsibilities. The Charter also recognises the rights of carers.

It is a good idea to read the Charter all the way through. If you do not understand what it means or how it applies to you, please call us or seek advice from an independent aged care advocate or ask a family member or a friend to explain it.

It is also important that other people who help care for you know about the Charter. These people might include:

- your carer, such as a family member, friend or neighbour who regularly provides support and care to you
- your nominated representative, who may or may not be legally appointed, for example, someone who has a power of attorney or is a guardian.

You have a right to be treated well and given high quality care and services.

Your rights

The Charter outlines your rights when receiving care, including the right to:

- be treated with courtesy, dignity and respect;
- to have access to advocates;
- be involved in deciding what care will meet your needs;
- have a written agreement covering everything you and your service provider have agreed to;
- have your care and services reviewed;
- privacy and confidentiality of your personal information;
- be given information on how to make comments and/or complaints about your care and services;
- have your fees determined in a way that is transparent, accessible and fair; and
- be given a copy of the Charter.

Your responsibilities

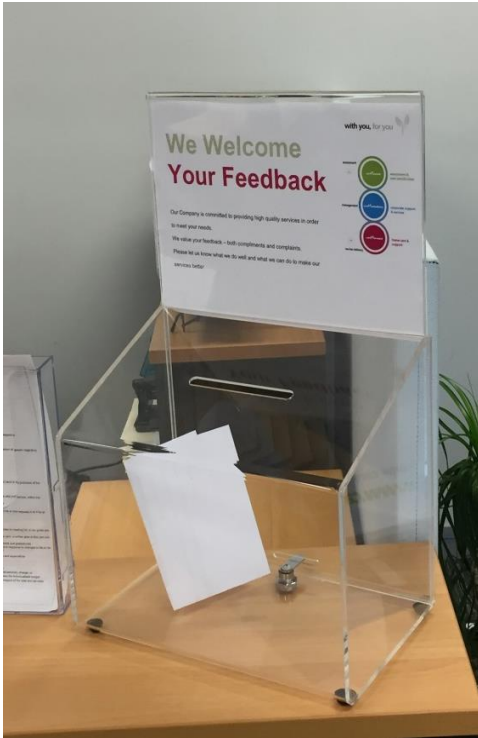
The Charter also outlines your responsibilities when receiving care. This means you need to:

- respect the rights of care workers;
- give enough information to the service provider so they can develop and deliver your care plan;
- follow the terms and conditions of your written agreement;
- allow safe and reasonable access for care workers at the times agreed in your care plan; and
- pay any fees outlined in your written agreement.

We uphold your right to be treated with dignity and respect.



Tell us what we're doing well, and if you have a concern, we want to know about it.



We invite you, your family and friends to provide feedback to let us know what we are doing well or can do better, and help us to better understand your needs.

Your valuable comments help us improve our services.

Why?

You and your family have the right to make a complaint or comment regarding the services you receive and care that is provided.

Feedback

Are we meeting your needs?

How do I give feedback or make a complaint?

You can raise a concern, make a complaint or give a compliment to any staff member in your region or a member of our Management Team.

If you would like to provide us with your feedback, please complete the Feedback Form which is available at all Care Forward sites and on our website.

You can also contact our dedicated Quality Manager at our Head Office in Hobart on:

Telephone **1300 364 876**

Email feedback@careforward.com.au

Visit or post **Level 1, 6 Bayfield Street, Rosny Park (Hobart) TAS 7018**

Go to careforward.com.au/feedback

Our Complaints & Feedback Policy

All complaints will be received and responded to in compliance with our Policy, which is available on request. We deal with complaints in a supportive environment and encourage fairness and impartiality in finding an appropriate resolution.

What if I am very happy with the service?

Please let us know. It is always good to know what we are doing right.

What will happen if I complain?

If you make a complaint, your services will not be affected. You will continue to receive the highest quality of care and be treated with the utmost respect.

What if I am still not happy with the outcome?

You may also seek help from Advocacy Tasmania. Advocacy staff can assist you in reaching a resolution. For a free service, please call:

Advocacy Tasmania on 1800 005 131

If you are receiving Commonwealth Home Support or a Home Care Package you also have the right to complain to the Aged Care Complaints Commissioner by phoning:

Aged Care Quality and Safety Commission on 1800 951 822

If for any reason there will be a delay in our response we will notify you immediately.

We invite your feedback as part of our commitment to improve





Costs

Is there a fee for services?

There is a minimal cost for our client funded services.

Under the terms and conditions of our funding agreements we are required to ask clients to pay a contribution towards the cost of their care. This is to ensure that those who can afford to contribute to the cost of their care do so, whilst protecting those most vulnerable. We will discuss client contributions with you as part of your care agreement, or ask us for a copy of our standard Client Contribution Rates brochure relevant to the program that your service is funded under.

Your capacity to pay

These charges depend on your capacity to pay. If you are experiencing financial hardship and are not able to meet our fees, please contact us for a confidential discussion about options that may be available to you.

How we will bill you

Invoices will be sent to your postal address monthly detailing your services and your account payable. If we have received your payment after your bill was sent, your payment may not be shown on your bill until the next month.

Our Fees Policy

Our Fee Policy is available on request and includes that no client will be refused a service due to an inability to make a contribution for subsidised care.

How you can pay your bill

We accept cash, credit card, EFTPOS, cheque, money order, direct debit, or internet electronic transfer, through the following options:

Address return mail (cheque or money order), including your details, to: Care Forward, Level 1, 6 Bayfield Street, Rosny Park TAS 7018

If you live in the Hobart area, you or a representative can pay by cash in person at the address above.

Pay over the phone (credit card) by calling 1300 341 854

Internet transfer or direct debit can also be arranged by you or your bank or using the BSB and Account Number on your invoice

Care Forward is a registered organisation with Centrepay so you can arrange for payments to be automatically taken out of your Centrelink payments

It's about value for money...

Delivering value is at the heart of Care Forward; that's because value for money is an aspect of quality!

Your contribution helps us to provide better care, more choice, and easier access.

Private Fee-For-Service

If you are not eligible for funded services, and you are interested in our private (user pays) services, we want to work with you. Ask us for our Fee-For-Service Schedule (Standard Rates).

Free quotes

We can provide a quote or a no-obligation estimate of the cost of any of our services or programs under fee-for-service. Ask for more information today!

What to do if we make a mistake

Please contact our corporate office in Hobart on 03 6244 7700 if you believe your account is incorrect.

We want to get it right so please tell us if there is a mistake.





Advocacy

What's available and how to access it

What is Advocacy?

Advocacy is about standing with and sometimes speaking for a person, to ensure their rights are recognised and respected.

An advocate can be a friend, a family member, or someone from an advocacy service.

Authority to act as an advocate comes from a request from you. Care Forward is committed to your right to choose a responsible person whose role will be to represent you and your interests.

Is a guardian an advocate? The primary difference between a guardian and an advocate is that a guardian may make decisions on your behalf whereas an advocate does not make decisions on behalf of a person.

What advocacy services are available?

You can contact one of the following independent advocacy services:

Advocacy Tasmania on 1800 005 131
National Aged Care Advocacy on 1800 700 600

Or for more information, contact the

My Aged Care information line on 1800 200 422

Advocacy services are free, confidential and independent.



Inclusion

At Care Forward we understand that everyone has a unique story and brings very individual life experiences, desires, needs, issues, and challenges to their home care.

We are dedicated to listening to you and working with you to support your goals, your choices, your independence, your control, and your engagement with your community on your own terms.

Special needs groups

Our Home Support Programme and Home Care Packages programs come under the *Aged Care Act 1997*, which protects the rights of people with special needs, including people who identify with or belong to one or more of the following groups:

- people from culturally and linguistically diverse backgrounds;
- people who live in rural and remote areas;
- veterans;
- people from Aboriginal and Torres Strait Islander communities;
- people who identify as lesbian, gay, bisexual, transgender or intersex;
- people who are care leavers;
- parents separated from their children by forced adoption or removal;
- people who are financially or socially disadvantaged; and
- people who are homeless, or at risk of becoming homeless.

We celebrate the diversity of all our clients.

How Care Forward ensures appropriate services

We work closely with specialised service providers and provide regular training for our staff to ensure that all services provided respond to your personal circumstances including language, culture, religion, gender identity, sexual orientation, financial disadvantage and remote geographic location.

Your Care Coordinator will aim to:

- individualise services for you;
- ensure your right to choose the service provider that you prefer;
- broker direct-care to ensure your diversity is respected and catered for; and
- communicate and assess your needs appropriately

Please let us know if we are not meeting your needs!

We want to facilitate the service or suppliers you prefer to ensure your individual needs are respected and catered for.

Specialised services we use

Specialised providers know and understand your needs better – we have linkages in place to refer and/or contract services through providers who specialise in the needs of each special needs group.





A copy of our privacy policy is available upon request.

Privacy

Protecting your personal information

When we provide support or care for you, we need to collect personal information (such as health information) to provide you with the right care and support.

Protection & Use of your Personal Information

Care Forward carefully manages your privacy. Collection and access to your personal information is in accordance with the *Personal Information Protection Act 2004* and the *Privacy Act 1988*.

Care Forward is committed to protecting your right to privacy in the way we collect, store and use information about you, your needs, and the services we provide to you.

Consent

We will only collect this information with your permission, however, if you do not provide the information we need, we may not be able to provide you with the support or services you require.

All information you provide will be kept confidential and private. This information will only be given to other people with your permission.

What happens if you don't give us all or part of your personal information?

If you do not provide the personal information we need, the quality of the care and support you receive could be impaired. In some circumstances, we may not be able to care for you without receiving certain personal information.

What personal information do we collect?

Your:

- Name, address and telephone number;
- Date of birth and country of birth;
- Occupation;
- Indigenous status; and
- Payment or bank details

What health information do we collect?

Your:

- Your medical history; and
- Details of your diagnosis, care and treatment



Accessing your information

You may access your personal information by requesting a copy by telephone, email or in writing. If you ask for a *copy* of your information, there is a small fee to cover the administration cost.

If you think that the personal information we have about you is wrong or incomplete, you can ask us to correct it or update it. We will keep details of your request, and the changes.

For requests or further information about your personal information, contact our Quality Manager at quality@careforward.com.au on **1300 364 876**

Sharing your information

We may need to give information about you to some other people who are helping with your care, including:

- the doctors, nurses, therapists who are looking after you;
- other support workers helping with your care;
- administrative staff, for the purposes of billing and insurance claims;
- private health funds, Medicare, Department of Veterans Affairs, and other insurance organisations in order to process claims.

Improving our services

We may use health information that does not specifically identify you (that is, with your name and address removed) to help us monitor and evaluate the services of all our clients.

Using this information helps teach our staff, and enables us to plan changes in the programs and care we provide so that they continually improve.

Caring can be very demanding; we want to increase support for carers.

Caring is rewarding, but sometimes the family member or friend caring for you may also need our help and support.

We want to assist carers access the support they may need. We can do this by helping carers understand what services are available , and by referring them to an organisation that is funded to provide those services.

Carers Tasmania

We encourage all of our clients' carers to access the information and support available from Carers Tasmania. Call them on **1800 242 636**. They are a local organisation for carers of people who are frail, aged or have a chronic condition, a disability or a mental illness.

Let us know if we can facilitate a referral for you so you can benefit from their help!

Carers

Do you have family or a friend caring for you?





Safety

How to best take care of you and our staff?

Work Health & Safety

By law, we're required to protect the health and safety of our staff in their workplace, which is your home. Our subcontractors have the same responsibility for their staff.

We also need to best care for you by identifying any risks to health and safety in your home, and working with you to manage these with safer options or precautions.

By law, we must keep to the following policies:

- Staff must not enter your home or attend to your service if you are not present.
- If you are not home for a scheduled appointment staff must treat this as a safety concern.
- Staff are not permitted to smoke in your home and you need to provide a smoke free environment for our staff.
- No staff lifting of heavy objects by hand and no lifting of clients by hand, even after a fall
- No staff standing on ladders or chairs.
- Pets may need to be placed in another room or moved outside prior to services.

In all of these situations, please talk to your Care Coordinator to discuss a solution that will meet your needs while also keeping to legal requirements that are there to protect the health & safety of our staff. We want to work with you, for you!

Care Forward and our subcontractors both need to complete a home safety check before starting your services as a duty of care to both you and our staff



Call us today and ask to speak to one of our Registered Nurses

Contacts

Talk to Care Forward today



1300 364 876



info@careforward.com.au



Covering Tasmania



careforward.com.au



South

Level 1, 6 Bayfield Street
Rosny Park (Hobart) TAS 7018



Social Media



North

1/403 West Tamar Highway
Riverside (Launceston) TAS 7250



careforward.com.au/news



North West

11 Steele Street
Devonport TAS 7310



facebook.com/careforward.au



[@care_forward](https://twitter.com/care_forward)

Opening Hours:

8:30am to 4:30pm, Monday to Friday (Excluding Public Holidays)

Other contact details

Life Threatening Emergency - call	000
GP Assist (After hours, urgent medical advice)	1800 022 222
Emergency Respite.....	1800 052 222
Advocacy Tasmania	1800 005 131
National Aged Care Advocacy	1800 700 600
Carers Tasmania	1800 242 636
Centrelink.....	132 300
My Aged Care	1800 200 422
Primary Health Tasmania	1300 653 169
Respite and Carelink Centre	1800 052 222
National Translating and Interpreting Service (TIS)	131 450
Tasmania Elder Abuse Helpline	1800 441 169
Aged Care Quality and Safety Commission.....	1800 951 822
Guardianship and Administration Board of Tasmania	1300 799 625

For urgent medical advice after hours call 1800 022 222

More Information

My Aged Care myagedcare.gov.au/
Alzheimer's Australia fightdementia.org.au
Australian Department of Health health.gov.au
Council of the Aging Tasmania cotatas.org
National Disability Insurance Scheme ndis.gov.au
Primary Health Tasmania primaryhealthtas.com.au
Tasmania Health and Human Services dhhs.tas.gov.au
Tasmanian concessions concessions.tas.gov.au
Advocacy Tasmania www.advocacytasmania.org.au/index.htm
Aged Care Quality and Safety Commission www.agedcarequality.gov.au/



“Empowering more people to live well at home across Tasmania”

careforward.com.au