



Service User Handbook



ADS Care is committed to supporting Values, Choices and Care

Values: We tailor support programs to meet specific needs and values of the care recipient.

Choices: We will offer as much or as little support and care as required. The choice belongs to the person receiving care;

Care: Our passion is to work with the care recipient to satisfy their care requirements, no matter what they are.

ADS Care Pty Ltd

Phone: 02 8677 0093

Fax: 02 8016 0861

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INTRODUCTION

ADS Care is a certified quality assured service provider in the aged care and disability sectors.

We are committed to supporting aged and disabled individuals to lead full lives with dignity and respect. Our professional and qualified staff operate under our guiding best practice principles to deliver exceptional person-centred support programs.

Our team members undertake a comprehensive recruitment processes which includes police background checks, working with children checks, reference checks.

Critical to our success is our ongoing staff training program and evaluation to ensure the highest calibre of staff are on hand to deliver quality care.

ABOUT US

ADS Care Pty Ltd is a privately owned and operated service provider of home care services for elderly persons and people with disabilities. We provide the support necessary to help our participants live engaged and active lives.

From our initial consultation, a tailored service program is developed to ensure our services our outcome focused to deliver the best support programs that are developed in consultation with families, participants and other stakeholders to ensure that our person-centred programs exceed expectations.



We take pride in servicing our care recipients with professional, qualified and trained staff at short notice and currently operate within the Sydney Metropolitan region, Wagga Wagga, Albury and Newcastle areas.

ADS care holds all relevant insurances under NSW WorkCover, Public Liability and Professional Indemnity Insurances.

NOTE:

*It is a requirement of ADS Care that **ALL** Support Workers, Administration Staff and Program Coordinators acknowledge receipt of the ADS Care Staff Handbook. Failure to provide written acknowledgement within 7 days of receipt will be considered a breach of contract.*

OUR KEY POLICY SUMMARIES

WHAT CAN ADS CARE DO FOR ME?

By planning the support services that enhance an individual's quality of life, ADS Care services supports include, but are not limited to:

- Community Access, Social Events and Sporting activities
- Help you to join groups or clubs, meet other people and find activities to do that meet your interests.
- Assist and support with shopping
- Assist with you with cooking, or alternatively meal plan and cook for you
- Supporting you with gaining independence on public transport such as trains and buses
- We can assist with general domestic duties
- Providing personal care for participants
- Assist in making medical appointments and treatment services
- Provide participants with transport to activities, medical appointments and events
- Supporting you to speak up about issues that matter to you and have people listen to what you have to say.

WHO DOES ADS CARE HELP?

Any person in aged care, a person with an acquired brain injury, or with a disability can request help from ADS Care and we will provide help to males and females regardless of their age or nationality, background or religious beliefs.

Some people assisted by ADS Care receive funding from Government Bodies aimed at ensuring that individuals have a structured support program that benefits participants.

In special circumstances, ADS Care may elect to provide support services to individuals who are not under a current Government program.

WILL I GET HELP IMMEDIATELY?

ADS Care aims to provide participants and their families support as quickly as possible. However, this always depends on staff availability and current work schedules. We understand that adverse events happen and at times support services will need to be provided urgently. In these circumstances, we will always prioritise in order to provide support as quickly as possible.

WILL I HAVE TO PAY FOR HELP FROM ADS CARE?

All services provided by ADS Care attract a service delivery fee. Government bodies have fee schedules to guide all services providers in determining these fees. Such arrangements will be discussed with you by ADS Care prior to receiving support services.

How do I let ADS Care know that I need help?

You or with your permission, your family or any other person you nominate can phone or go to the website of ADS Care and ask about receiving support services.

WHAT WILL HAPPEN WHEN I FIRST ASK ADS CARE FOR HELP?

You will need to give ADS Care some information. ADS Care will need to know about the disability you have and the type of help that you think you may need. ADS Care will also need to know if you are able to receive any government funding and also the service you expect from that funding. If ADS Care has the resources to help you, you may be asked to sign a consent form so that ADS Care can transfer your information if there is an organization that is currently assisting you. This is so that ADS Care can receive all the information it needs to help you.

To help ADS Care know what you want from it there will be a meeting with you, your family, advocate, and your current service provider to work out what assistance ADS Care will be required to provide for you.

When ADS Care is sure it has the best plan for you it will advise you and/or your family what services it will be able to provide for you and which worker will be assisting you and when that assistance will begin.

WHAT IF ADS CARE IS NOT ABLE TO HELP ME?

If ADS Care is not able to help you, it will tell you why it cannot help you at this time. It may also offer some information about other organizations that can help you.



FAMILY ASSISTANCE

WILL MY FAMILY BE ABLE TO HELP ME WHEN I AM RECEIVING ASSISTANCE FROM ADS CARE?

Yes. ADS Care encourages and supports family involvement. With your permission, your family is very welcome to contact ADS Care for information and support. Your family or advocate can be involved in planning the services that you will receive through your person centred planning meeting.

HOW CAN ADS CARE HELP MY FAMILY?

ADS Care can help your family by:

- Communicating in a way they can understand.
- Providing information about available services including those provided by other agencies.
- Helping to build trust and respect between staff members, families and you.
- Providing them with the opportunity to take part in the planning of service delivery.
- Providing assistance for them to access counselling and support services.
- Providing them with access to effective complaint procedures.
- Assisting them to access advocacy services where available.

ADVOCACY

As part of your New Service User Package, a detailed summary of the Advocacy Directory is included for your reference. Additional copies are available on request.

WHAT IS AN ADVOCATE?

An advocate is a person who will listen to you, help you to make decisions about what should happen in your life and help you to make those decisions work by speaking on your behalf. An advocate makes sure that people that provide support to you, respect your rights and will speak out for you if your needs are not being met as has been agreed. An advocate will also make sure that services like ADS Care give you the best possible service.

WHO CAN BE AN ADVOCATE?

You can ask anyone you know well and trust to be your advocate. Normally an advocate is:

- A friend you trust.
- A member of your family.
- A person from a formal advocacy service or government funded organization such as the Office of the Public Guardian.

HOW CAN ADS CARE HELP ME WITH ADVOCACY?

If you want someone to act on or speak on your behalf, ADS Care will help you find an advocate by providing contact details of advocacy services.

WILL MY ADVOCATE BE A WORKER FROM ADS CARE?

The advocate would not normally work for ADS Care. There may be times when ADS Care will act as an advocate for you with other services. It is usually best however if the person you choose as an advocate does not work for ADS Care. This is to ensure that the advocate is independent and works in your best interests at all times.

HOW CAN ADS CARE HELP MY ADVOCATE?

ADS Care will with your permission provide your advocate with all the information they need to ensure that ADS Care and any other service providers are acting in your best interest.

ADS Care will work closely with your advocate and involve that person in the planning of services that will be provided for you.

ADS Care will ensure that its staff members understand the role of an advocate and will also promote the use of advocates as a support person for people who receive services from our organisation.

ADS Care will ensure that your advocate is invited to:

- Consultation meetings.
- Person centred planning meetings and reviews.
- Any other relevant meetings or conferences.
- Be involved in any complaint handling.

WHAT WOULD HAPPEN IF MY ADVOCATE AND ADS CARE DISAGREE ABOUT SOMETHING?

ADS Care will always give the advocate the opportunity to discuss problems or concerns they may have. If your advocate still has concerns that cannot be resolved by ADS Care, your advocate will be informed of the complaint process and also of agencies that have a responsibility to make sure that ADS Care does its job properly. One such agency would be the NSW Ombudsman.



CONSENT

WHAT DOES IT MEAN TO GIVE CONSENT?

When you give consent you are giving your permission or saying that it is alright for a particular thing to happen. This means that it is your choice if you want people to read your file or provide information to another person or agency. You must always fully understand what a person needs your consent for, and if you have any doubt you should ask ADS Care or your advocate or guardian for help.

You can withdraw your consent at any time. This means that if you have given consent to take part in a particular program as part of your person centred plan and discover that you do not like the program, you can say that you no longer want to participate in that program.

WHAT SORT OF THINGS WILL CONSENT BE NEEDED FOR?

ADS Care will need your consent to:

- Be able to collect and exchange information about you and for ADS Care to provide information about you to emergency services and relevant information to your nominated carer or advocate.
- Collect data relating to you for funding bodies
- Ask people to attend your person centred planning meeting.
- To carry out any programs in line with your service support plan.
- Be able to assist you in a medical emergency and or medical treatment
- Give you medication.

HOW DO I GIVE CONSENT?

Normally ADS Care will ask you to sign a consent form – Collect and Exchange Information Form. If you are at all unsure you should ask your guardian or advocate for assistance.

If you feel that you are unable to give consent to the collection and exchange of information, then ADS Care can talk to your family or guardian or advocate. If you do not have family that is able to make decisions for you, ADS Care can help you to make an application for the appointment of a guardian to help you make those decisions.

WHAT IS A GUARDIAN?

A guardian is usually a person who has been legally appointed to make decisions on your behalf. This person may be a friend, a family member, or a person from an organization such as the Office of the Public Guardian.

WOULD ADS CARE GIVE OUT MY PERSONAL INFORMATION WITHOUT MY CONSENT?

The only time ADS Care would give out any of your personal information without your consent would be if it was unquestionably in your best interest. This would normally only be in emergency or life-threatening situations and could include for example if you were very sick and needed a doctor to know about your medication and were not able to tell him or her yourself.

PRIVACY, DIGNITY AND CONFIDENTIALITY

How does ADS Care deal with my privacy?

ADS Care believes that you have the same rights to privacy, and confidentiality as all other people in society and to be treated with the same dignity and respect.

WILL ADS CARE KEEP A RECORD OR FILE ABOUT ME?

Yes, there will be a file and records that will contain information about you. This file will only contain the information that ADS Care needs to assist you to live your life. The type of information could include things like:

- Your name, address and contact telephone number.
- Some basic medical information that will help ADS Care to better meet your needs.
- Information about your culture, beliefs and values so that we can best meet these particular needs
- Contact name and number for a close friend or family member that can be called in case of an emergency.
- Names and contact numbers of people you think are important in your life.
- Information from your person centred plan and any training programs so that ADS Care can help you in the way you want.
- Notes from your ADS Care support workers so that they can remember the sort of things that they have done with you and how well your person centred plan is working.



Nobody except ADS Care support workers assisting you can see your file without your permission.

CAN I SEE MY FILE?

You can read your file whenever you want to. All you have to do is tell your worker from ADS Care that you want to read your file and they will make arrangements for you to do so.

HOW WILL ADS CARE USE INFORMATION THEY HAVE ABOUT ME?

ADS Care will only use your information to help you. The information about you is only used to plan such things as support for you.

General information that will come from your file, but that is not directly linked to your name, will be used to plan better services for all people who use ADS Care.

HOW WILL ADS CARE STAFF TREAT ME?

ADS Care staff will never talk about you or your problems with anyone that is not part of your person centred planning process unless you give ADS Care permission to do so.

ADS Care staff will never talk about your needs in front of you unless you are included in the conversation.

ADS Care will never discuss issues about you in public.

You will always be included in any person centred planning meetings or other meetings that involve delivering services to you.

ADS Care staff members will always treat you with dignity and respect. That means that they will treat you as you would like to be treated by your friends and family.

HOW WILL ADS CARE HELP ME WITH MY PARTNER AND FRIENDS?

ADS Care knows that you have the right to choose your own friends and partners.

ADS Care can help you to learn how to know if a person is likely to treat you well or not.

ADS Care can help you learn the skills that will help you make and keep good friends.

ADS Care will help and support you to live the lifestyle of your choice. This means that ADS Care will help you live your life the way you want.

HOW WILL ADS CARE HELP ME WITH MY PERSONAL PROPERTY?

ADS Care may be able to help you look after your personal property by showing you how to use it properly, how to care for it and what to do if something goes wrong.

PERSON CENTRED PLANNING

WHAT IS A PERSON CENTRED PLAN?

Your person centred plan is a way for you to tell your service providers like ADS Care how you want them to help you.

Your person centred plan will have in it the things that you want ADS Care staff to do for you, things you want to learn, things that you would like to do, and the places that you would like to visit.

Your person centred plan will:

- Explain to service providers how they should help you to reach your goals.
- Explain what your responsibilities are and what you will have to do to reach your goals.
- Explain who will be assisting you to reach your goals.
- Explain to you when you can expect to have finished what you set out to do.

DO ALL PEOPLE HAVE A PERSON CENTRED PLAN?

Yes. This is so that all people who are helped by ADS Care can have their own programs which assist them to address their individual needs. This also ensures that ADS Care has enough staff and time to allocate to each person.

HOW SOON WILL I HAVE A PERSON CENTRED PLAN?

Once ADS Care has agreed to provide you with assistance, the person centred plan will be the next step in the process. This is because the person centred plan tells ADS Care how to help you and what sort of services you think you'll need. You will be able to hold your first person centred planning meeting as soon as ADS Care has agreed to help you.

WHAT IS MEANT BY A PERSON CENTRED PLANNING MEETING?



The person centred planning meeting is where you, your advocate, workers from ADS Care and anyone else that you think should be invited come together to discuss the support you want, the things you want to learn and achieve, that help you to live in the community.

You will be able to talk about the things you want to do, what things you want to learn and who you would like to live with.

You can also talk about the things that you do not want to happen. If there is some activity you don't like, the person centred planning meeting is one of the opportunities you have to let people know. This will ensure that it is not included as part of your program.

At the end of the person centred planning meeting a plan is developed that will tell people what you want and how they can help you to achieve it. The plan will also tell you who is responsible for making sure that all the jobs in the plan are done. The plan will also tell you what you have to do to reach the goals that you have set.

WHAT HAPPENS IF I DON'T ATTEND THE PERSON CENTRED PLANNING MEETING?

If you are unable to attend your person centred planning meeting your support worker will try to find another time for the meeting to take place. If it is very important that this meeting take place and you are unable to attend, your support worker may attend for you and tell the people at the meeting what it is that you want to happen. The support worker will listen to the other people to get their opinions and comments.

The support worker will then tell you what happened at the meeting and let you know what the other people suggested. You can then agree to the plan or you can ask that the worker help you to make changes that you want and then take it back to the other people who were at the meeting so that they also know what you want changed.

Before a person centred plan can be put into action you have to agree that it is what you want. This may be something you will need to discuss with your guardian or advocate.

WHAT WILL THE PERSON CENTRED PLAN TELL ME?

The person centred plan will tell you the type of help that you will get from ADS Care and who will be providing that help. It will also tell you how that help will be provided.

The person centred plan will also require a date to be reviewed. It is reviewed at a meeting similar to your first meeting to make sure that everyone is following the plan properly and that you are happy with how it is going.

HOW OFTEN WILL I HAVE A PERSON CENTRED PLANNING MEETING?

The person centred planning meeting will normally take place quarterly after your first meeting. A review meeting however can take place as often as you require or request.

CAN MY PERSON CENTRED PLAN BE CHANGED WITHOUT MY CONSENT?

No. The person centred plan is your personal plan and if it has to be changed, you must be involved in the process. No changes can take place without your permission.

COMMUNICATION

WHAT DOES ADS CARE MEAN BY COMMUNICATION?

Communication is the way we get our message across to other people. It is the way we let people know what we want in a way that they can understand. It is also the way other people let us know what they want in a way we can understand.

Normally we communicate by:

- Talking and listening.
- Using our hands and body movement.
- The expressions on our face.
- The use of special equipment that use pictures, numbers, letter boards and computers.



HOW WILL ADS CARE COMMUNICATE WITH ME?

ADS Care will never talk to, or behave towards you in a way that will make you frightened or uncomfortable.

ADS Care will always ensure that the way you are communicated with is effective. That means that when ADS Care staff members need to pass on information that is important to you, they will do it in the best way possible so that you understand what is happening.

ADS Care will train its staff if necessary to use any communication system that you may need or use. Your person centred plan will also be discussed with you in a way that you can understand.

HOW DO I COMMUNICATE CHANGES TO HEALTH WELLBEING AND BEHAVIOUR PLANS?

It is important that ADS Care maintain current information regarding your health and wellbeing at all times. We understand that changes can be made to plans throughout the service offering.

Any changes medical plans, behaviour plans, emergency management plans and treatment plans will need to be copied to ADS Care with 7 days of finalisation.

WHAT IF I HAVE COMMUNICATION DIFFICULTIES?

ADS Care will help you to find people who are trained to assist you to improve your communication skills or use interpreters and translators if required. ADS Care will help you to obtain and learn to use any special communication devices or equipment that you may need.

FEEDBACK AND COMPLAINTS

DO I HAVE A RIGHT TO PROVIDE FEEDBACK TO ADS CARE?

Yes, ADS Care welcomes any feedback or comments you have regarding our service support and professionalism. Your feedback contributes to our quality program where we strive for continuous improvements.

You can provide feedback to the ADS Care Office via telephone or email. Alternatively, you can speak directly to your service support staff who will note your feedback in the shift notes.

DO I HAVE A RIGHT TO COMPLAIN ABOUT A PERSON WHO WORKS FOR ADS CARE?

Yes. You always have the right to expect the best possible standard of service from ADS Care. ADS Care will treat any concern or complaint as a serious issue.

No matter what happens, ADS Care staff members are not allowed to hit you or hurt you in any way. The staff members are not allowed to yell, scream or swear at you or use your personal property without your permission. ADS Care staff members are not to touch you in any way that may hurt you or make you feel uncomfortable. If they do, you should lodge a complaint.

WHO CAN MAKE A COMPLAINT?

You as a service user can make a complaint if you are not happy with a staff member or the services offered by ADS Care.

There are a number of people who may be able to raise a concern or make a complaint on your behalf. These could include:

- Your advocate.
- Your guardian
- A family member.
- A close friend.
- Your support worker or Coordinator.
- A person you know and trust.

WHAT SHOULD I DO IF I HAVE A COMPLAINT ABOUT A PERSON WHO WORKS FOR ADS CARE OR ABOUT THE SERVICE I RECEIVE?

The first thing to do is tell a ADS Care staff member that that you are not happy and tell them what it is you are not happy about.

If you feel that you are not able to talk about your problem with the staff members that are directly assisting you, you can talk to your family or advocate for help and put your complaint in writing. You should then send your letter to the Operations Manager or Director.

If you do not have family or an advocate, ADS Care will assist you to find an independent external agency that will be able to help. If you need an interpreter or translator, ADS Care can ensure that you have access to an independent service.

WHAT WILL ADS CARE DO WITH THE COMPLAINT?

Once a complaint has been received a staff member at ADS Care will be appointed to investigate and find a resolution to the complaint. The Operations Manager will write a letter to you to let you know that the complaint has been received. This letter will give you a date by which ADS Care expects to have the complaint resolved.

The complaint will then be investigated and a plan to resolve it will be developed. You will be told about this plan and will be able to tell ADS Care what you are feeling about it. You can let ADS Care know if you are happy, or if you no longer have a complaint or that you are not satisfied with the outcome.

WHAT WILL I DO IF I THINK THE COMPLAINT HAS NOT BEEN HANDLED PROPERLY?

If you are not happy with the response from ADS Care about your complaint, you can take it to another person of your choice or an agency such as the NSW Ombudsman.

STOPPING OR REFUSING SERVICES

CAN I REFUSE OR STOP A SERVICE THAT I GET FROM ADS CARE?

Yes. You can refuse or stop a service that you receive from ADS Care. You might do this if you think that you no longer need the service or if you can receive a more appropriate service from another agency.

The decision to stop a service provided by ADS Care will not mean that it will not provide you a service in future. However, this will depend on there being a vacancy and appropriate staff available to provide you with a service.

CAN ADS CARE STOP PROVIDING ME WITH A SERVICE?

Yes, ADS Care can refuse or stop a service that it is providing to you. This would only happen however after discussion with you and if necessary with your family/guardian/advocate. This withdrawal of services may also be done through the person centred plan review meeting.

ADS Care may decide to stop or refuse a service because you have refused to take part in some programs. Other reasons may include:

- You have refused a service on a number of previous occasions.
- ADS Care feels that the service is no longer needed.
- The service can be provided more effectively by another organization.
- If you wish to move out of the areas that are serviced by ADS Care.
- Your actions place the staff of ADS Care at risk and that risk cannot be reduced within the resources of ADS Care.

IF I STOP SERVICES WITH ADS CARE, CAN I ACCESS THEM AGAIN?

Yes, you can access the services of ADS Care again if either your referral to another agency is unsuccessful or if at some time in the future you need assistance from ADS Care and there are staff members available and appropriate vacancies available.

ADS Care has a full set of Policies and Procedures that can be read by any person and these explain what to do if you would like to receive or stop a service.

ADS Care encourages all service users and their families, guardians or advocates to read the Policies and Procedures and to ask any questions that they have about services or these documents.



SAFETY IN YOUR HOME

Under the *Work Health and Safety Act 2011* your home is considered a workplace for our staff.

You have a duty of care under the above Act, to make sure that our staff can work in a safe environment when they are in your home. Some things you can consider include, but not limited to:

- notifying our staff of any unsafe conditions in your home
- participating in our staff safety assessments of your home
- helping with fixing any hazards found in your home through our safety assessment
- ensuring your pets are controlled during the provision of services
- providing a smoke-free working environment
- providing a workplace for staff that is free of racial, sexual, physical or emotional abuse
- treating our staff with dignity and respect
- telling our staff if you are unwell or cannot do things the way you usually do them
- telling our staff if your doctor has diagnosed you with a short-term infectious illness
- informing our staff if you or another household member are having chemotherapy and/or using cytotoxic medications
- providing cleaning equipment that is suitable and well maintained
- providing safe cleaning products
- ensuring your personal mobility equipment and the other items you need to live independently in your home are available, well maintained and enable us to provide care safely.



We will conduct a safety check during our first service and discuss any risk we identify with you.

We will always make sure your services are available, but there may be times when we can't do certain tasks for both your safety and ours. If this occurs we will let you know and will work with you towards finding other ways to assist.

The safety of the service will be reviewed with you on an ongoing basis and in accordance to the state regulations.

YOUR RIGHTS

As a service user of ADS Care, you are entitled to:

- be treated with dignity, with your privacy respected
- be involved in deciding and choosing the supports that best meet your needs
- be given information to enable you to make informed choices about your supports
- expect that we will consult with you about any permanent changes to your service
- receive care that takes into account your lifestyle, cultural, linguistic and religious background and preferences
- be given a written plan of the services you will receive from us
- expect confidential management of your personal information
- prompt responses to enquiries and complaints about the care you are receiving, including the manner in which it is being provided
- register complaints with a third party such as the NSW Ombudsman
- have your service agreement and Service User handbook explained to you
- choose a person to speak on your behalf for any purpose (we can refer you to an advocacy organisation if required).

YOUR RESPONSIBILITIES

As a service user with ADS Care we ask you to:

- respect the rights of our staff, ensuring their workplace is safe and free from harassment
- care for your own health and wellbeing as much as you are able
- provide us with information that will help us better meet your needs
- provide us with a minimum of 24 hours' notice when you will not be home for your service
- inform us of any changes we need to make to your care plan or service agreement and provide appropriate information if required
- be aware that our staff are only authorised to perform the agreed number of hours and supports outlined in your service agreement
- provide the equipment and cleaning agents needed for us to deliver the tasks outlined in your service agreement
- pay the agreed amount for the services provided by our staff
- provide us with feedback about the service you are receiving.

YOUR PRIVACY

We collect relevant information about you to enable us to safely provide your service in a way that meets your individual needs and preferences.

Your information is only shared with authorised staff that may need this information to provide your service. All personal information is held electronically in the Sydney Head Office is held in accordance to the Privacy Act.

We have a legal obligation to protect the privacy of your personal information and ensure our paper and computer based records are secure.

In some circumstances, we may be required by law to release this information to a third party. In these circumstances, we will contact you as a courtesy to advise you of the request.

THE WAY WE PROVIDE YOUR SERVICE

Service Agreement

A service agreement is an agreement between you, as the service user and ADS Care. When you sign this agreement, you are agreeing to abide by the terms and conditions detailed in the service agreement and ADS Cares' Service User Handbook.

If the services detailed in your service agreement do not have an end date, the agreement will remain valid until a change occurs that requires a new agreement to be prepared. A new service agreement invalidates all previous agreements.

ADS Cares' services together with our service agreement will be reviewed once a year, however this agreement can be changed at any time if your circumstances change.

Our Care Team

A number of people are involved in providing you with the services you receive.

Our care support workers, who deliver services to you in your home, are managed by the Operations Manager. The Operations Manager allocates appropriate staff based on the skills and knowledge required to support you in the best possible way.

The Operations Manager is the first point of contact for all day-to-day enquiries and will work with you and/or your representative to develop and maintain your individual care plan to meet your needs.



Care Support Workers

We are strongly committed to providing a high standard of service to all our care recipients. Our care support workers have access to a broad range of training and development opportunities aimed at continually improving their skills and abilities.

The Operations Manager will strive to ensure the care support workers selected will be suitable for you.

We value the diversity of our care support workers who come from many different cultural and linguistic backgrounds, as do our service users. If you have cultural or linguistic requirements we will try to meet your request where possible.

If you have complex needs, staff will be trained to meet your particular service requirements, however as they are not nurses there are limitations to their role and the things they can do for you. Please advise the Operations Manager if you feel your particular service needs are not being met.

Our Code of Conduct

Our staffs are not permitted to:

- accept any financial rewards or gifts, including any benefits from a service users will
- provide services to you outside those detailed in the service agreement
- offer financial advice
- operate your bank account
- act as executor to your estate
- act as Power of Attorney
- sign credit card transactions, or know your personal identification number (PIN) and online bank security details
- offer to buy anything you own.

CONTACTING US

You can contact ADS Care by phoning the number listed in your service agreement or on the front of this handbook.

Your care support worker is your first point of contact for any matters relating to your service and is also able to pass messages to the Operations Manager if necessary.

You can also talk to your care support worker about your specific needs and requirements for your service.

If for any reason you are unable to speak to your immediate care staff then please ask to speak to the Operations Manager, as they will be able to help you.

CHANGES TO YOUR SERVICE

Requesting a change in service time

We will try to accommodate requests for a change to the service time where sufficient notice is given, provided it does not incur additional costs to us or unduly affect services provided to other service users.

If you require a one off or short term change, please inform your care support worker as soon as you know you would like to change your service time. Providing more notice will help us in accommodating your request.

ADS Care works with you and when requested, your family and/or carer, to develop a care plan that is flexible and reflects your individual needs and preferences. This plan is reviewed regularly and can also be reviewed at any time on your request.

Ideally, ADS Care would require 24 hours' notice to facilitate service changes. Please be aware that a change in service time may result in a different care support worker providing your service

Reviewing your service

ADS Care aims to keep abreast of the service provisions by conducting regular monitoring of your requirements.

On a yearly basis, ADS Care will discuss your service needs and expectations and will review the service agreement at this time.

EMERGENCY SITUATIONS

Care support workers have procedures to follow if there is an emergency situation in your home or if you don't respond to a planned or scheduled visit. Our care support staff have a duty of care to help you.

Our care support workers are trained to make you comfortable in the event of an emergency and seek immediate assistance by either dialling 000 for an ambulance and / or phoning the Operations Manager. Your emergency contact person may also be contacted.

Your care support worker and/or ADS Cares' Operations Manager will attempt to contact you via telephone and if unsuccessful, will call your nominated emergency contact for further advice.

If your emergency contact person cannot be contacted, the police can be called to gain access to your premises to make sure you are not injured and unable to seek help.

An individual action plan can be developed with your care support worker to take into account your preferences in situations where you do not respond to a scheduled visit. Your service coordinator will ensure that your individualised response plan is recorded on your care plan and made available to your care support worker.

SERVICE COSTING AND FEES

A summary of our services costs are available and are detailed in our mutual service agreement.

Cost of service provisions will be reviewed each year in line with the service agreement.

PROVIDING FEEDBACK OR DISCUSSING CONCERNS

We value your feedback about our services. This information helps us to provide a better service to you. If you have feedback about our service, we encourage you to speak to one of our staff members:

- Your Care Support Worker
- ADS Care Operations Manager

All feedback will be managed in a confidential manner and only discussed with people who have authorised access in accordance with ADS Care's Code of Conduct.

If it is easier for you to speak in another language, free interpreter services are available for most languages. If you need an interpreter, please speak to your care support worker or call the Translation and Interpreting Service on 131 450.

If you require a sign interpreter, please contact the NSW Deaf Society on 1300 123 752 or Community Relations Commission, Language Services on 1300 651 500.

If you have an issue which we have been unable to resolve, you may prefer to speak to someone outside of ADS Care, for example:

- Aged Care Complaints Investigation Scheme (Commonwealth Department of Health and Ageing) 1800 550 552
- People with Disability Advocacy Service 1800 422 015, email: pwd@pwd.org.au TARS (The Aged Care Rights Service Inc.) 1800 424 079
- The Community Services Division of NSW Ombudsman (02) 9286 1000 or 1800 451 524, email: nswombo@ombo.nsw.gov.au
- NDIS Quality and Safeguards Commission: 1800 800 110

CHARTER OF RIGHTS AND RESPONSIBILITIES FOR ADS CARE

Rights

As a service user I have the following rights:

GENERAL

- a) to be treated and accepted as an individual, and to have my individual preferences respected
- b) to be treated with dignity, with my privacy respected
- c) to receive care that is respectful of me, my family and home
- d) to receive care without being obliged to feel grateful to those providing my care
- e) to full and effective use of all my human, legal and consumer rights, including the right to freedom of speech regarding my care
- f) to be treated without exploitation, abuse, discrimination, harassment or neglect

PARTICIPATION

- a) to be involved in identifying the home care most appropriate for my needs
- b) to choose the care and services that best meet my assessed needs from ADS Care are able to be provided and within the limits of the resources available
- c) to participate in making decisions that affect me
- d) to have my representative participate in decisions relating to my care if I do not have capacity

CARE AND SERVICES

- a) to receive reliable, coordinated, safe, quality care and services which are appropriate to my assessed needs
- b) to be given before, or within 14 days after I commence receiving care, a written plan of the care and services that I expect to receive
- c) to receive care and services as described in the plan that take account of my lifestyle, other care arrangements and cultural, linguistic and religious preferences
- d) to an ongoing review of the care and services I receive (both periodic and modification of the care and services as required)

PERSONAL INFORMATION

- a) to privacy and confidentiality of my personal information
- b) to access my personal information

COMMUNICATION

- a) to be helped to understand any information I am given
- b) to be given a copy of the Charter of Rights and Responsibilities for ADS Care
- c) to be offered a written agreement that includes all agreed matters
- d) to choose a person to speak on my behalf for any purpose

COMMENTS AND COMPLAINTS

- a) to be given information on how to make comments and complaints about the care and services I receive
- b) to complain about the care and services I receive, 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

- a) to have my 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 my fees reviewed periodically and on request when there are changes to my financial circumstances
- d) not to be denied care and services because of my inability to pay a fee for reasons beyond my control

CHARTER OF RIGHTS AND RESPONSIBILITIES FOR ADS CARE

Responsibilities

As a service user I have the following responsibilities:

GENERAL

- a) to respect the rights of care workers to their human, legal and industrial rights including the right to work in a safe environment
- b) to treat care support workers without exploitation, abuse, discrimination or harassment

CARE AND SERVICES

- a) to abide by the terms of the service agreement
- b) to acknowledge that my needs may change and to negotiate modifications of care and services when my care needs do change
- c) to accept responsibility for my own actions and choices even though some actions and choices may involve an element of risk

COMMUNICATION

- a) to give enough information to assist ADS Care to develop, deliver and review a care plan
- b) to tell ADS Care and their staff about any problems with the care and services provided

ACCESS

- a) to allow safe and reasonable access for care support workers at the times specified in my care plan or otherwise by agreement
- b) to provide reasonable notice (24 hours) if I do not require a service

FEE

- a) to pay any fee as specified in the agreement or negotiate an alternative arrangement with ADS Care if any changes occur in my financial circumstances
- b) to provide enough information for ADS Care to determine an appropriate level of fee

