



BROADSOUND
COASTAL CARE
Client Information Handbook

‘Caring For The Community’

CONTACT INFORMATION

Office Hours

**Monday to Friday
8:30am to 4.00pm**

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Welcome to

BROADSOUND COASTAL CARE

Broadsound Coastal Care is a not for profit organisation designed to provide basic care and maintenance care services to the frail aged and younger persons with a disability and carers of those persons at risk of premature or inappropriate entry into long-term residential care.

Broadsound Coastal Care has been servicing the community since inception in 1991. Services are provided to eligible residents along the Isaac Coastal Strip from Koumala to St Lawrence. Services are provided within the scope of the organisations policies and procedures as well as all funding body guidelines, including Laws, Acts and Legislations.



Our Mission Statement

Broadsound Coastal Care is committed to enhancing the quality of life for the frail aged, younger disabled and those within a caring role.

Our Vision Statement

Broadsound Coastal Care aims to provide an efficiently managed consumer-focused service with a level of funding which enables an effective response; a competent and caring staff team; and consumer participation in decision making.

What does Broadsound Coastal Care do?

- Provides vital home and community care services to our most vulnerable community members in a rural and remote setting, such as Domestic Assistance, Nursing, Home Maintenance, Personal Care, Respite, Meal provision, Centre based day care, Social Support Services (Individual, group & transport), information and support services.
- Broadsound Coastal Care determines a client's eligibility based on program eligibility, target group and prioritised needs and provides information about support availability and eligibility.
- Clients are provided individually tailored home care plans using a holistic approach to support the whole of the client to address their individual needs and provides information about the support they receive.
- Reduces social isolation - by assisting persons to connect with community, peers and facilitate activities to encourage social interaction.
- Ensures persons have access to quality Health care by providing Nursing care by our qualified and caring Clinical Care Team members.
- Assists persons to remain in their own homes with support from our professional and caring team of dedicated support workers by providing appropriate care to suit the individual needs of the client and responding to their identified changing needs.
- Provides assistance and support to assist clients to access basic needs including but not limited to attending doctor and specialist appointments, dental, optical and allied health professionals, medication monitoring, groceries and other basic needs.
- Support clients to do the things they used to do, re-enable them and encourage them to create goals and work towards achieving those goals.
- Support and encourage client's functional independence and discourage dependence. We are dedicated to supporting independence by providing assistance and 'doing with client's - not doing for clients.' This fosters self-worth and a sense of achievement and fosters independence.



Organisational Structure

Broadsound Coastal Care (service provider) is auspiced by Broadsound Coastal Community Development Association Inc. (management committee).

The overall role of the committee of management is to ensure the organisation operates in accordance with any legal requirements, the organisations stated objectives and its rules of constitution.

Broadsound Coastal Community Development Association Inc. operates with a team of dedicated community members who meet once a month on the third Thursday of each month at 9:30am at the Broadsound Coastal Care building.

Every community member is welcome to attend. We encourage clients, carer's, family and anyone who has an interest in services continuing to be provided in this rural and remote area to participate and become a member of this worthwhile organisation.

Broadsound Coastal Care cannot operate without a management committee. Attending meetings gives you an opportunity to participate in discussions and promote new ideas for the operation of the association.

Broadsound Coastal Community Development Association Inc. manages and oversees the following;

- Legal responsibilities
- Policies and planning responsibilities
- Financial responsibilities
- Ensure that the organisation is strong and viable through having a strong membership and strong community support
- Represent the organisation

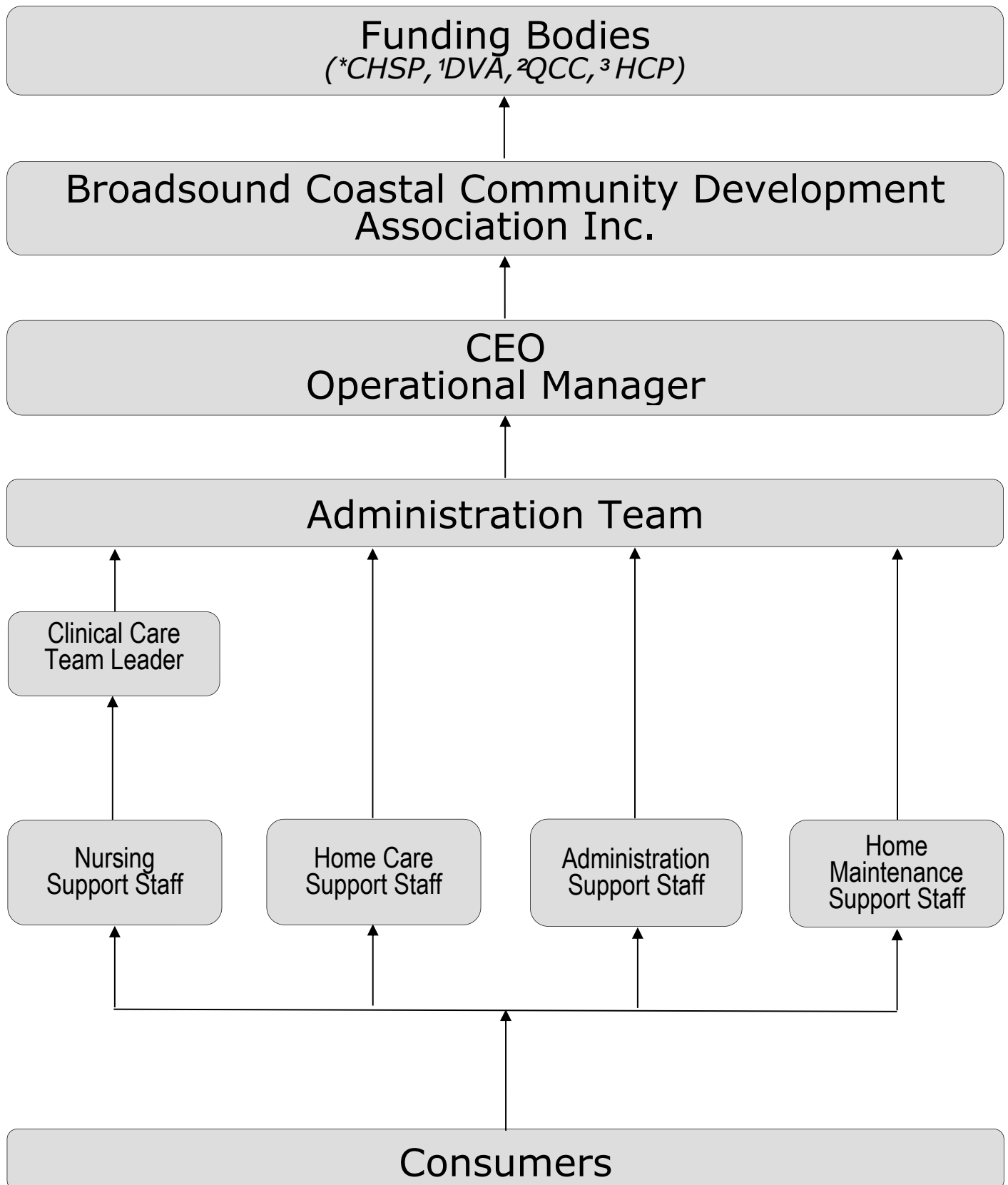
Funding is sourced through government programs as requirement of accepting these funds to provide services, the organisation is required to adhere to the funding bodies rules and regulations. Broadsound Coastal Community Development Association Inc. oversees the operations of Broadsound Coastal Care to ensure these needs are met.

The day to day management of the organisation and the services it provides is delegated to the CEO/Operational Manager with consultation who works alongside our team of professional and caring support team.

Clients, carer's and family are encouraged to have an active role in their care planning and provisions of services to clients.



ORGANISATIONAL STRUCTURE OF BROADSOUND COASTAL CARE



* **CHSP** - Commonwealth Home Support Program

¹ **DVA** - Department of Veteran Affairs

² **QCC** - Queensland Community Care

³ **HCP** - Home Care Packages

Who can get help from Broadsound Coastal Care?

Broadsound Coastal Care assist persons in the community (target Population) who without basic maintenance and support services funded through various government funded programs would be at risk of premature or inappropriate long-term residential care including;

- Older, frail people with moderate, severe or profound disabilities
- Younger people with moderate, severe or profound disabilities
- Other persons under certain circumstances
- Unpaid carers of people assessed as being eligible to receive
- Services in the target population.

Target Population

A person considered in the target population to have a moderate to severe disability will have been assessed as having a functional disability which makes it difficult for them to perform the tasks of daily living, such as dressing, preparing meals, house cleaning, home maintenance or using public transport, without personal assistance or supervision. Some people may need only one service, for example nursing, whilst others may need a combination of services.

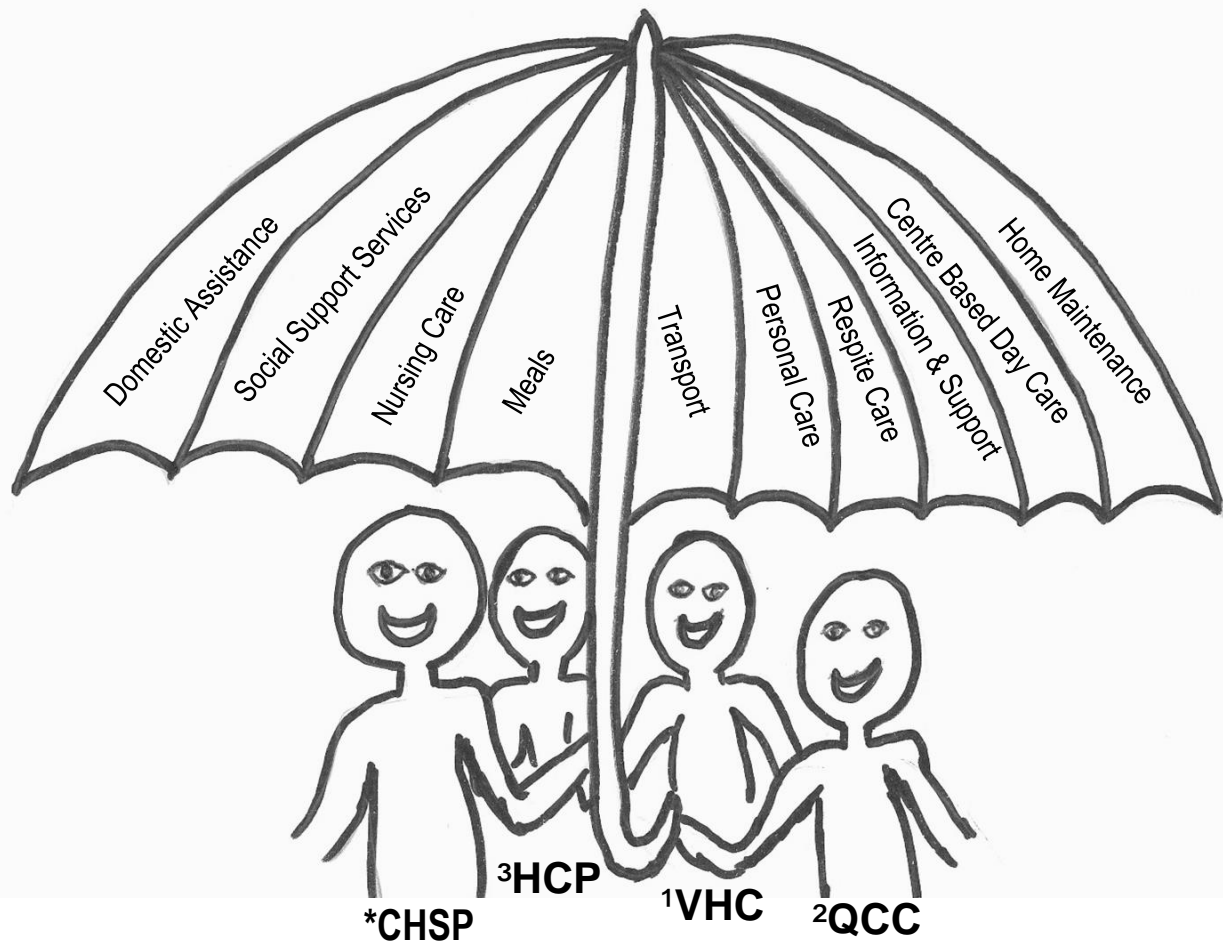
Special needs groups

Several groups within the target population find it more difficult than others to access services and may include but is not limited to:

- Persons who live in a rural and remote region
- Financially disadvantaged persons
- Socially isolated persons
- Veterans
- Aboriginal/Torres Strait Islander/South Sea Islander
- persons
- Persons from culturally & linguistically diverse
- backgrounds
- Persons who are homeless or at risk of becoming homeless
- Care-leavers
- Parents separated from their children by forced adoption
- or removal
- Lesbian, gay, bisexual, transgender and intersex persons
- Persons living with Dementia
- Carer's

BROADSOUND COASTAL CARE

Service Provision



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MACKAY



*CHSP - Commonwealth Home Support Program ¹VHC - Veteran Home Care Program ²QCC - Queensland Community Care ³HCP - Home Care Packages

How to access Services from Broadsound Coastal Care?

Access to services is not automatic, an assessment of your individual needs is required to identify and determine eligibility under the appropriate government funded programs.

Advanced age is not a qualification in itself for Home and Community Care services. Both older people and younger people with a disability are screened on the basis of need for basic maintenance and support services.

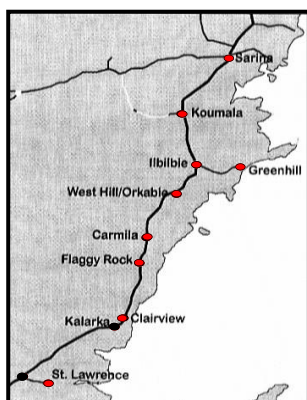
Not all people in the target population will be eligible for services through government funded programs.

Broadsound Coastal Care may be able to offer limited nursing care at our nursing clinic at the BCC building to non-eligible government funded persons. A referral may be required by your treating doctor for some procedures.

Please contact us by telephone or in person where we can guide you through this process or refer you to the appropriate agency.

Where is Broadsound Coastal Care located and where are services provided?

The Broadsound Coastal Care office is physically located in Carmila.



Services are provided to residents along the Isaac coastal strip and in the following communities:

Koumala	(1hr 5min)
Ilbilbie/Greenhill	(1hr 10min)
West Hill/Orkabye	(1hr 15min)
Carmila	(1hr 22min)
Flaggy Rock	(1hr 30min)
Clairview	(1hr 40min)
St Lawrence	(2hr)

(Please note above times are approximate travel times from Mackay)

Where does Broadsound Coastal Care get money from to provide services?

Broadsound Coastal Care provides the majority of its services with funding sourced through government programs such as Commonwealth Home Support Program and Queensland Community Care Service etc. The programs are subsidy programs which do not necessarily fund the full cost of a service.

Service providers such as Broadsound Coastal Care are expected to source some funding for the total cost of a service from client contributions or through internal resources or fundraising.

Fees are applicable for some services and will be explained to you before you receive any services. A Schedule of fees is given to you on admission or when requested by contacting the office.

If at any time, you are having trouble paying fees you may request a Fee reduction - due to financial hardship, please contact the Operational Manager.

You will not be denied a service if you are unable pay.

Broadsound Coastal Care is supported by the community and other not for profit community groups by way of in kind and monetary donations. Our organisation is appreciative of the support it receives in all forms.

Broadsound Coastal Care is a not for profit organisation and all donations over two dollars are tax deductible. All donations are gratefully received and appreciated.

Community Connections

Broadsound Coastal Care assists clients to maintain social contact with their community and peers by providing transport and assistance to events and activities.

The organisation understands and engages with the community in which it operates and reflects this in service planning and development. Our support workers and committee members live in this community and are tuned into issues on a local level.

Our community supports our service in many ways including donating gifts of money and in kind donations and by having trust in our organisation and the services that we provide.

This is evident as demand for persons accessing services has increased from nine clients at inception in 1991 to over 250 persons accessing Broadsound Coastal Care services in 2016.

Broadsound Coastal Care is appreciative for all the support and donations that community groups and other not for profit organisations contribute to our service.

More about service delivery and quality care

The service is delivered in a fair, consistent and equitable manner to the identified target group. Staff show respect for the client's individual needs, the right to privacy, and regard for personal property. Care is delivered by trained and assessed Staff, who facilitate communication with the Operational Manager - to provide an individually tailored home care service.

The goal of Broadsound Coastal Care is to remain flexible and responsive to the changing needs of its clients and to support their functional independence. Regular reviews of client services using appropriate assessment tools will help ensure that the support offered to each client is suited to their needs, within budget constraints.

Staff work together and are part of client's care team whose goal is to foster the re-enablement of the client's abilities and assist them to work towards their individual goal's while maintaining and encouraging the independence of their clients.

Accessing Government Funded Services

Contact the Broadsound Coastal Care office on (07) 4950 2087. The Operational Manager or Assessment Officer can discuss the needs of an individual, which services would be beneficial and the care options available.

Eligibility for all funded programs require assessment to determine the care level required. The program that best suits the need of the individual can be discussed with you.

Commonwealth Home Support Program

What is the Commonwealth Home Support Program?

The **Commonwealth Home Support Program** (CHSP) is available to persons who are Frail, older people (aged 65 years and over or 50 years and over for Aboriginal and Torres Strait Islander people) who need assistance with daily tasks to remain living independently at home and in the community.

A person is eligible to receive services if they have moderate to severe disabilities or are at risk of premature entry into a residential care facility. Eligibility for services is based on the individual's need for assistance with everyday tasks.

To get support at home, you will need a home support assessment, conducted by the **Regional Assessment Service RAS**, by Contacting My Aged Care.

As well as helping you, the Commonwealth Home Support Program can help your carer. If your carer needs to attend to everyday activities, the Commonwealth Home Support Program can arrange for someone to help you while they are away.

What types of services are provided?

The types of services you may be eligible to receive with the Commonwealth Home Support Program will be assessed on your individual needs and goal.

My Aged Care and the RAS team determine what types of services organisations such as Broadsound Coastal Care are to provide.

Broadsound Coastal Care will work in partnership with you to identify your goals and needs. We will also work with you to co-design the best ways to deliver the care and services you need to live a more active and independent life.

Services provided through the CHSP program may include, but are not limited to:

- | | |
|---|--|
| <ul style="list-style-type: none">• Individual social support• Group social support• Domestic assistance• Transport• Personal care• Respite care | <ul style="list-style-type: none">• Nursing• Meals• Home maintenance• Counselling/support, information and advocacy |
|---|--|

How do I Access a CHSP Service?

To access services, you will need to contact the **My Aged Care** contact centre on **1800 200 422** between 8am to 8pm on weekdays and between 10am and 2pm on Saturday or visit the website www.myagedcare.gov.au.

If you require assistance to make contact with My Aged Care, please contact Broadsound Coastal Care on (07) 4950 2087 and we can assist you through with this process.

How am I assessed for the Commonwealth Home Support Program?

After making your initial contact with My Aged Care, if it has been determined that you meet the basic eligibility and requirements for the CHSP program, My Aged Care will place a referral to the Regional Assessment Service (RAS) Team for assessment.

A person from the RAS Team will contact you once they have accepted the referral from My Aged Care and will phone you or meet you face to face to conduct a home support assessment.

You are welcome to have a support person with you during this process including your carer, family or friend. If you would like Broadsound Coastal Care to attend and support you during this process, please phone the office on (07) 4950 2087.

The home care assessment conducted by the RAS team will look at your ability to cope with various activities in your daily living and to determine the appropriate level of support you need to maintain your independence. Support is provided based on your assessed needs. Together, you will be able to work out what sort of help and how much you need, and what it might cost. They will also make sure you meet the eligibility criteria. It is all about what's best for you.

If you would like Broadsound Coastal Care to provide the services you are eligible to receive, please let the RAS team know at the time of your assessment. The RAS team will complete their assessment and send recommendations back to My Aged Care.

Once this has been completed you can choose who you want to provide you with home care services. If you have chosen Broadsound Coastal Care as your preferred service provider a referral may be sent to our service.

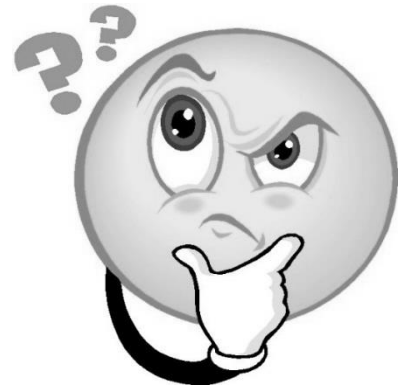
Once Broadsound Coastal Care has received a referral from My Aged Care the Operational Manager or Assessment Officer will contact you to complete Home Care Service Plan & Agreement and let you know when you can expect services to begin.

Please note: If you have more complex needs, a Home Care Package may be right for you. If this is the case the RAS team will make a referral for an assessment with the ACAT team to access similar services to the Commonwealth Home Support Program.

What happens if my care needs change?

Broadsound Coastal Care provide services that are coordinated and tailored to meet your specific needs. Our staff are trained to recognise and report to the Operational Manager when clients care needs have changed.

If it has been identified that your needs have changed, your services may need to be increased or decreased with your consent. My aged care can be contacted by Broadsound Coastal Care to address your changing needs.



To increase or decrease allocated times or services provided you will need to again contact My Aged Care, alternatively Broadsound Coastal Care can contact My Aged Care via referral on your behalf.

Who pays for Commonwealth Home Support Program services?

The Commonwealth Home Support program is funded by the Department of Health financed by the Australian Federal Government.

Broadsound Coastal Care is an approved service provider for this program and aims to deliver affordable services to eligible clients.

The Commonwealth Home Support Program has a '*client contribution policy*', with a view to ensuring that those who can afford to contribute to the cost of their care do so, whilst protecting those most vulnerable.

Clients are required to pay a small fee for the support they receive from Broadsound Coastal Care for home support services, if they can afford to. See Section on Fees and Fee Reduction for further information about client fees.

***Your central gateway to
aged care services...***



myagedcare



1800 200 422

myagedcare.gov.au

Home Care Packages

Home Care Packaged Care is available to Frail, older people (aged 65 years and over or 50 years and over for Aboriginal and Torres Strait Islander people) who need assistance with daily living to remain living independently at home and in the community and have more complex needs.

What is a Home Care Package?

A Home Care Package provides a co-ordinated package of services tailored to meet your specific care needs to:

- Help you stay in your own home as you get older
- Give you choice and flexibility in the way your care and services are provided to you at home.

To be eligible to receive a home care package service you need a higher level of support than CHSP to assist you to live independently in your home; this can range from a basic care level through to intermediate and high care needs.

To be eligible for a care package you need to be assessed by an Aged Care Assessment Team (ACAT) and deemed eligible.

What types of packages are available?

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

Each package level is funded and different amounts paid by the Australian Government to Broadsound Coastal Care as the service provider that delivers care and services to you.

Since 1 July 2015, all Home Care Packages are provided on a **Consumer Directed Care (CDC)** basis.

What types of services are provided in the package?

The types of services you may be eligible to receive with a Home Care Package will be dependent on your individual needs and goals.

My Aged Care and the RAS team determine what types of services organisations such as Broadsound Coastal Care are to provide.

Broadsound Coastal Care will work in partnership with you to identify your goals and needs. We will also work with you to co-design the best ways to deliver those care and services so you can live a more active and independent life.

Services that may be provided in a Home Care Package include, but are not limited to;

- Individual social support
- Group social support
- Domestic assistance
- Transport
- Personal care
- Respite care
- Nursing
- Meals
- Home maintenance
- Counselling/support, information and advocacy



How do I access a HCP service?

To access services, you will need to contact the **My Aged Care** contact centre on **1800 200 422** between 8am to 8pm on weekdays and between 10am and 2pm on Saturday or visit the website www.myagedcare.gov.au.

If you require assistance to contact My Aged Care, please contact Broadsound Coastal Care on (07) 4950 2087 and we can assist you through with this process.

How do I know if a HCP is right for me?

Ask yourself these questions:

- Am I an older person who needs some help to stay in my own home?
- Am I finding some aspects of living at home hard?
- do I manage most of the time?
- Am I a younger person with a disability, dementia or other special care needs that are not met through specialist services?
- Do you think if you don't get some help at home, you might have to go into an aged care home before you're ready?
- If you answer 'yes' to any of these questions, then you may be eligible for a Home Care Package.

Eligibility

You will need to be assessed by a member of an Aged Care Assessment Team (ACAT). There is **no fee** or charge for an ACAT assessment.

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 am I assessed for a HCP?

After making your initial contact with My Aged Care, if it has been determined that you meet the basic eligibility and requirements for the Home Care Package, My Aged Care will place a referral to the **Aged Care Assessment Team (ACAT)** for assessment.

A person from ACAT will contact you once they have accepted the referral from My Aged Care and will phone you or meet you face to face to conduct a home support assessment.

You are welcome to have a support person with you during this process including your carer, family or friend.

If you would like Broadsound Coastal Care to attend and support you during this process, please phone the office on (07) 4950 2087.

The home care assessment conducted by ACAT will look at your ability to cope with various activities in your daily living and to determine the appropriate level of support you need to maintain your independence. Support is provided based on your assessed needs. Together, you will be able to work out what sort of help and how much you need, and what it might cost. They will also make sure you meet the eligibility criteria. It is all about what's best for you.



If you would like Broadsound Coastal Care to provide the services you are eligible to receive, please let ACAT know at the time of your assessment. ACAT will complete their assessment including the HCP level you have been approved for and will send recommendations back to My Aged Care.

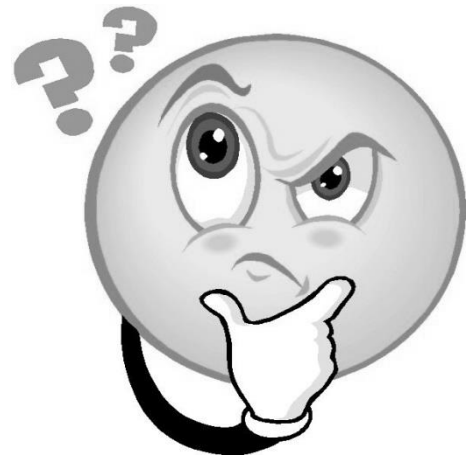
Once this has been completed you can choose who you want to provide you with home care services. If you have chosen Broadsound Coastal Care as your preferred service provider a referral will be sent to us.

If a package is available and Broadsound Coastal Care has received a referral from My Aged Care, the Operational Manager or Assessment Officer will contact you to complete Home Care Service plan & Agreement and let you know when you can expect services to begin.

What happens if my care needs change?

Broadsound Coastal Care provide services that are coordinated and tailored to meet your specific needs. Our staff are trained to recognise and report to the Operational Manager when clients care needs have changed. My aged care may be contacted to address your changing needs.

To increase or decrease allocated times or services provided you will need to again contact My Aged Care, and request a ACAT assessment, alternatively Broadsound Coastal Care can contact My Aged Care via referral on your behalf.



Consumer Directed Care

Clients who are provided support through a Home Care Package are supported to receive their package on a Consumer Directed Care (CDC) basis.

How Consumer Directed Care works

You decide the level of involvement you want to have in managing your package. This could range from involvement in all aspects of the package, including co-ordination of care and services, to a less active role in decision-making and management of the package.

You will also be encouraged to identify goals, which could include gaining more independence or health goals. These will form the basis of your individual home care agreement and care plan.

CDC also provides you with an individualised budget, which means you can see exactly what funding is available under the package and how those funds are being spent.

Re-enablement

With Consumer Directed Care, the focus is on helping you to become more independent with the aim of reducing the need for ongoing services, or the need to access higher care services.

***Your central gateway to
aged care services...***



myagedcare



1800 200 422

myagedcare.gov.au

Queensland Community Care Services

Queensland Community Care services (QCC) provides basic maintenance and support care services to people less than 65 years and Aboriginal and Torres Strait Islander people less than 50 years and carers of those persons, who need assistance with daily living to remain living independently at home and in the community.

A person is eligible to receive services if they have moderate to severe disabilities or are at risk of premature entry into a residential care facility. Eligibility for services is based on the individual's need for assistance with everyday tasks.

What types of services are provided?

This program is funded by the Department of Communities, Child Safety and Disability Services (Queensland State Government), and helps you stay independent and in your home and community for longer.

If you want to stay in your own home, but have a disability or chronic (ongoing) condition, Queensland Community Care services (QCC) may be able to help.

Help can be provided by carers, such as family and friends, or by service providers like Broadsound Coastal Care funded by the Department of Communities, Child Safety and Disability Services to deliver Queensland Community Care services.

Broadsound Coastal Care can provide you with basic support to maintain and build your ability to carry out daily living tasks. You can receive help at home and support to get out into the community.

Services provided through the QCC program may include, but are not limited to:

- Individual social support
- Personal care
- Meals
- Domestic assistance
- Nursing
- Centre-based day respite
- Transport
- Home maintenance
- Respite care
- Counselling/support, information and advocacy

How do I Access a QCC Service?

Contact Broadsound Coastal Care to request an Assessment for services through the Queensland Community Care program.

Assessment

To assess your needs a Broadsound Coastal Care Assessment Officer will talk to you about how you are coping with your daily living. Your responses are used to determine your eligibility and need for a service.

Who is eligible for a Queensland Community Care service?

People living in the community are eligible for services if they are:

- aged under 65 years (under 50 for Aboriginal and Torres Strait Islander people)
- having difficulty performing core activities of daily living, and
- at risk of losing their independence or having to go into long term residential care.

Support is also available to carers of people who are eligible for Queensland Community Care services.

Who pays QCC services?

The Queensland Government funds Broadsound Coastal Care as a Queensland Community Care **service provider** so we can deliver affordable services to you

Clients are required to pay a small fee for the support they receive from Broadsound Coastal Care for home support services, if they can afford to. See Section on Fees and Fee Reduction for further information about client fees.

How do I get information about services in my area?

Please call Broadsound Coastal Care on (07) 49502087 for more information on the services available to assist you with daily living and to help you remain living independently at home and in the community.



Veteran's Home Care

- Veterans Home Care (VHC) supports eligible veterans with services to enable those individuals requiring support to live independently and with dignity in their own homes. To be eligible, individuals need to be a veteran or veteran's widow/widower and assessed eligible by VHC.
- A VHC assessor will discuss your circumstances to identify the range of services that may be needed. Most assessments are done over the phone, however if the VHC assessor determines that an assessment in the home may be of more benefit they will arrange a time and day suitable to you.
- To arrange an assessment, call a VHC Assessment Agency on 1300 550 450

Services provided through the VHC program may include, but are not limited to:

- Domestic Assistance
- Respite Care
- Nursing Care
- Home Maintenance
- Transport



Privately Funded Care

All our services are available using private funding, where you meet the full cost of the service yourself. Privately funded services can be used together with government funded services.

There are a variety of situations that you could use privately funded services, below are some examples.

Nursing Clinic

Nursing Care may be provided;

- Wound Care
- Blood Pressure and Blood Glucose monitoring
- INR testing and reporting to your GP
- Medication administration and monitoring
- Catheter and Continence care
- Suture removal
- Falls prevention and Preventative Care
- Palliative Care



A referral from your treating doctor will be required at time of service.

Other Needs

We cater for a wide variety of needs. If you need assistance at home please contact us at Broadsound Coastal Care, regardless of your age.

Other programs or services may be provided when alternative funding is obtained

For example;

- Palliative Care
- Transition Care
- Post-Acute Care
- WorkCover

Through these programs Broadsound Coastal Care aims to assist people who want to stay at home with access to a range of ongoing personal services, support services and clinical care that helps with day to day activities.



What Services can Broadsound Coastal Care Provide?

Services provided to eligible clients will vary according to their needs and goals. It needs to be made clear that just because a person has been assessed as eligible to receive a service from Broadsound Coastal Care only the identified need of support services can be provided.

For example, if you have been referred by my aged care and assessed as requiring only nursing and personal care and you would like to go to town shopping, you will require reassessment and approval before you can access Social Support Services - transport.

For further information please contact the office.

Services provided at Broadsound Coastal Care are as follows;

Social Support Services

- Individual
- Group
- Transport
- Respite
- Centre-based day care

Nursing

- In your own home
- Clinic at the Broadsound Coastal Care building

Domestic Assistance

Personal Care

In-home Respite Care

Meals

Home Maintenance

Support and Information



Broadsound Coastal Care Services

Social Support Services

Individual/Group Social Support

Social support refers to assistance provided by a companion (support worker), either within the home environment or while accessing community services, which is primarily directed towards meeting the person's need for social contact and/or accompaniment in order to participate in community life.

Social support may include but not limited to;

- Friendly visiting services
- Letter writing for the person
- Shopping
- Bill paying and banking (when the person is accompanied by the support worker)
- Accompanying the person to appointments or excursions out of the house
- Telephone based monitoring services



Social support is normally provided in the client's home but may include accompanying the client on an excursion or trip. The support is provided to them as an individual and helps them to participate in society but may be provided to more than one person in some circumstances. It includes keeping them company, helping them do paperwork, taking them shopping, banking or to attend an appointment.

Centre Based Day Care

Centre based day care refers to attendance/participation in structured group activities designed to develop, maintain or support the capacity for independent living and social interaction which are conducted in, or from a centre based setting.

Centre based day care includes the social support provided in a group environment and light refreshments, excursions-associated transport and personal assistance (e.g. help with toileting) involved in attendance at the centre.

Centre based day care is provided at the Broadsound Coastal Care Centre at Carmila. Activities include but not limited to:

- | | |
|---|--|
| <ul style="list-style-type: none">• Movie Days• Sit Dancing• Exercise• Cards-Euchre• Games Morning (<i>Hoy, Wogs & Bingo</i>) | <ul style="list-style-type: none">• Singing• 50's+ Group (<i>Arts and Crafts</i>)• Wii Fun (<i>interactive games</i>)• Excursions• Client luncheons & morning teas |
|---|--|

Centre Based Day Care activity fees vary depending on the activity – clients will be informed of all costs involved before attending an activity.

Please refer to Schedule of Fees Pamphlet for more information on fees for each service.

Please be advised that from time to time it may be necessary to cancel a Centre Based Day Care Activity, this could be due to many reasons including lack of clients attending or financial constraints.



Transport

Transport maybe provided for eligible clients if funding is available to attend doctors, specialists, appointments, chemists and shopping if a client is physically or mentally unable to access public transport. Clients may also be transported to approved social activities in a wheelchair accessible vehicle. Please contact the office for availability.

Please note: Only eligible clients, carers, staff and volunteers are permitted to be transported in any Broadsound Coastal Care vehicle. Alcohol and smoking is prohibited in all Broadsound Coastal Care vehicles.

This is in line with Organisation and Insurance Policy's.



Domestic Assistance

Domestic assistance provides a range of flexible, responsive and co-ordinated services that assist clients to maintain independence in their own home. Our experienced and professional support workers are health care workers and form part of the health care team.

Domestic Assistance services help maintain the following areas of a client's home:

- Bathroom - Shower/Bath/Hand basin/Toilet
- Kitchen - Benches/Dishes/Oven/Microwave/Fridge/Freezer
- Bedroom - Change bed linen
- Vacuum/Sweep/Mop/Dry floors
- Clothing - Wash/Dry/Fold/Iron
- Where required-Windows/Dusting/Cobweb removal
- Domestic Assistance may also include:
- Meal preparation in the home
- Unaccompanied Shopping

An Individual 'Home Care Service Plan' will be completed by a Broadsound Coastal Care Assessment Officer in consultation with the client and carer, encouraging the maintenance of independence for the client. Fees for this service will be explained prior to commencement of this service.

Personal Care

Eligible clients may receive assistance with daily self-care tasks, such as eating, bathing, toileting, dressing, grooming, foot care, getting in and out of bed and moving about the home.

Personal Care is about supporting a client's independence and is provided by appropriately trained staff.



In-Home Respite Care

Respite care refers to assistance received by a carer from a substitute carer (support worker) who provides supervision and assistance to their care recipient (even though carer may still be present).

Respite care is provided by Broadsound Coastal Care in order to give carer's relief from their caring role. At times, and especially in the early stages of respite care arrangements, the carer may choose to remain with their care recipient in the presence of support worker for both their own reassurance and that of the care recipient.

Meals

This service may be provided to eligible clients who are finding it difficult to cook nutritious meals. Frozen meals may be delivered to a client at home.

Nursing Care

Our experienced and professional Clinical Care Team are Enrolled Endorsed Nurses and Registered Nurses. Nursing care aims to support the client's overall health and wellbeing.

Nursing can be provided in a client's home, at our nursing clinic or other locations. With client consent, our nurses will work closely with the client, their family, their treating doctor and other medical and health care providers to assist clients with their individual care needs.

Nursing care may include but is not limited to the following;

- Wound Care
- Blood Pressure and Blood Glucose monitoring
- INR testing and reporting to your GP
- Medication administration and monitoring
- Catheter and Continence care
- Suture removal
- Falls prevention and Preventative Care
- Disease and medical support and information
- Palliative Care

Our clinical care team will liaise and work closely with your treating doctor, specialists and other allied health professionals and when necessary request referrals or instructions to ensure you receive the best care available to you.

Weekend and public holiday services may be available by prior arrangement for Nursing and Personal Care services.



Home Maintenance

This service may be provided to eligible clients who are finding it difficult to cook nutritious meals. Frozen meals may be delivered to a client at home.

Home Maintenance

Basic Yard Maintenance may be provided to the immediate surrounds of a client's house. Eg. Lawn mowing.

Where possible clients are encouraged to roll garden hoses, move sprinklers and collect small branches and sticks prior to this service being provided



Information and Support

A wide range of Information and Support is available on many different issues and topics. E.g. Medical conditions, Advocacy, Centrelink etc. is available at Broadsound Coastal Care in the form of Books and Videos (*for loan*) and Pamphlets to take home.

Personal Alarms

Broadsound Coastal Care has a limited number of Personal Alarms for clients who are unable to afford to purchase them outright. The personal alarms have been purchased through generous donations received from our community.

Personal alarms can give peace of mind to those who live alone, persons with medical conditions and those who are high risk of falls.

There are no on-going expensive monitoring fees and you can choose up to 5 phone numbers of person of your choice to contact in the case you require assistance or help. Emergency contact triple Zero '000' can be a final emergency contact in the event other contacts have gone unanswered.



Clients requiring use of a personal alarm are requested to purchase the waterproof pendant as this is an item that is worn by the individual.

Please contact the office for more information.

Fees and Charges

Clients are required to pay a small contribution for the support services they receive from Broadsound Coastal Care if financially able. A current schedule of fees is provided to clients and is also available at the Broadsound Coastal Care office.

For packaged care services, clients will be required to pay fees which will not exceed 17.5% of client's total pension. The fee is revised annually (or as required by the client) with consideration to the client's ability to pay. The client's contribution will be agreed upon prior to commencement of services between the client and the Operational Manager or Assessment Officer once support requirements are assessed.

No client will be refused a service, if eligible, based on inability to pay.

Fee Reduction

Broadsound Coastal Care recognises that the circumstances of some people may make it difficult to pay the fees for support services. If client is experiencing difficulties a request for a fee reduction can be made by completing an *Income Assessment Form*. In assessing the request Broadsound Coastal Care considers your income, household circumstances and any other special circumstances or hardships that make it difficult to pay. The client will be advised of the result of the request within 15 working days.

Appeal

If a client is unhappy about the result of the fee assessment or application for a fee reduction an appeal can be made. Advise the Operational Manager directly and they will provide you with information on the appeals process. The Broadsound Coastal Community Development Association Management Committee will make the final decision. The client will be advised of the outcome in writing within 30 days of the date of appeal.

Paying your fees

Broadsound Coastal Care will provide the client with a Tax Invoice after the end of each month for services. A client can make payments by:

- Direct debit (*preferred*)
- In person at the Broadsound Coastal Care office
- Cheque
- Credit card - *at the BCC office or over the phone*
- Electronic funds transfer
- EFTPOS is available at the Broadsound Coastal Care office
- Mobile EFTPOS (*If a client is unable to attend the BCC office due to poor mobility, arrangements can be made with the Operational Manager for an administration team member to visit the client in their home with a mobile EFTPOS machine.*)

Support Planning

Home Care Service Plan

A Home Care Service Plan & Agreement is developed to meet the client's needs and specifies the support services required, the client participation, any special requirements, the days which support staff will assist and any fees the client may be required to pay. The Home Care Service Plan will be explained and completed in consultation with the client and/or carers taking into consideration maintaining client independence. The client or carer will be asked to sign the agreement to confirm your understanding.

Home Care Service Plan reviews

An Assessment Officer will visit the client at least once every 12 months and more often if necessary, to identify if changes to support services are required to best meet the needs and to maintain client's independence. Any changes will be fully discussed with the client and will be documented on the Home Care Service Plan.

If there is a need for the Home Care Service Plan to be changed, please advise a staff member or contact the Office on 07)49502 087

Service Agreements

Packaged care clients have a service agreement that outlines the conditions of the package of care that is being provided. Clients are encouraged to sign the agreement; however, if the client chooses not to sign the agreement, Broadsound Coastal Care will negotiate the type and frequency of support with you and document in your record that you have not signed the agreement.



Delivering Support

Supporting 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 at times that you need it 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 My Aged Care who will organise another service provider who can meet your needs.

Re-enablement

Broadsound Coastal Care is focused on helping you to become more independent with the aim of reducing the need for ongoing services, or the need to access higher care services

Support Service 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 the client may have to wait until the next scheduled visit (except where lack of support may impact directly on client's wellbeing, such as nursing interventions).

If a client is not home when a Support Worker arrives for a scheduled visit a fee may still be charged. A client will be asked during the initial assessment what they would like a support worker to do if a client does not respond to a scheduled visit. This request will be discussed and documented in the Home Care Service Plan. *eg. Permission to enter house, checking another location or contacting client's next of kin.*

If a client is unable to keep an appointment the Broadsound Coastal Care office must be contacted. The more notice given, the better chance of re-scheduling the client's appointment at the desired time.

Rescheduling of support visits

On rare occasions Broadsound Coastal Care may need to reschedule or cancel a support service visit due to unforeseen staff shortages. If this happens the client will be contacted as soon as possible and we will endeavour to arrange a new time for the visit.

Pets

Clients are expected to have arrangements in place for pets if admitted to hospital unexpectedly. Broadsound Coastal Care staff are not permitted to look after client's animals – this includes while the client is in hospital or on holidays, even if staff are off duty.

Support Workers are not permitted to wash/bath pets or clean up after pets. This includes cleaning pet food dishes, cleaning up or removing faeces or urine from floors or the cleaning of pet cages, dog kennels or bedding.

Dogs

As the behaviour of dogs can be unpredictable we ask clients to ensure that all dogs other than an assistive dog are restrained whilst the Support Worker is in the client's home. Support workers are instructed to leave a home if a dog is unrestrained or they feel threatened.

Smoking

We request that clients do not smoke when a support worker is present in their home.

Support workers are instructed not to smoke in a client's home, even if invited to do so.

(Support workers may face disciplinary action)

NO SMOKING is permitted within 5 metres of the Broadsound Coastal Care boundary or in any of the Broadsound Coastal Care vehicles.

This is in line with Workplace Health and Safety Laws.



Chemicals in the home

Support Workers are instructed not to work with hazardous chemicals in a client's home. Simple detergents and non-hazardous chemicals can be used by Support Workers. All cleaning products must have clear labels and instructions for use on them.

Please 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.

Broadsound Coastal Care can supply cleaning products if client does not have the appropriate cleaning products on hand. Please contact the office for further information on costs for supplying cleaning equipment and products.

Scheduled Medical Appointments, Chemist and Shopping Trips

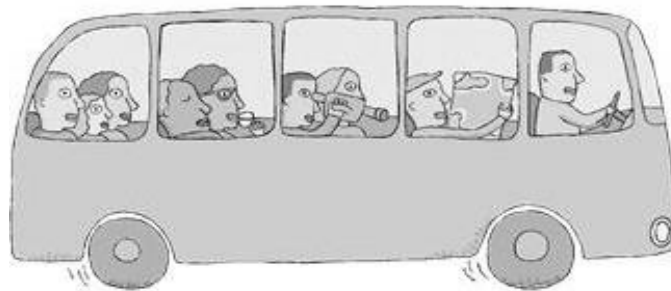
Please note this service is not a general community bus trip. You must be assessed as having a genuine need to access this service.

Each Thursday we assist clients to attend scheduled medical appointments, chemist and shopping. Due to the high demand of persons requiring this service we only offer this service to clients and carers on a fortnightly basis;

Thursday Week one - Pension Week for those who live from Carmila to Koumala

Thursday Week two - Veteran Week for those who live from St Lawrence to Flaggy Rock.

(Please see your Broadsound Coastal Care calendar or schedule of fees to clarify Pension or Veterans week – or phone the office).



Clients are required to contact the office to secure a seat in the bus no later than 1pm on the Wednesday before, (office staff will no longer phone clients to book seats on the bus – this is the responsibility of the client). Our office staff can book your appointments for clients.

When contacting the office to request this service please let the booking officer know when and where you need to go and if you will need to attend an appointment and how long will you be there. This is necessary due to the number of persons travelling together and attending several appointments on the same day. Organising client's appointment schedules requires extensive planning to ensure everyone gets to where they need to be on time.

Please be aware if you have any appointments made outside of the allocated timetable you may not be able to travel on this bus as we will be adhering to the new timetable, however we may be able to organise an individual service to suit your appointment times. We are sorry if this does not suit some persons, however for many clients using this service it can be very tiring waiting for others with very late appointments.

Clients are reminded that essential food and medication items will be given priority of space in the storage areas of vehicles. (for example, you may need a microwave oven but it will not fit in – you may need to make an alternative arrangement to get it home)

You must be at the Departure area at the designated time, failure to do so may result in you being left behind and having to find your own way home.

Alcohol

Clients are permitted to purchase alcohol on shopping days on the condition that it remains unopened and not consumed and there is room in the storage space.

If this request is ignored, and you consume alcohol in any Broadsound Coastal Care vehicle you may be asked to disembark the vehicle and may have to find an alternative way of making your own way home.

When traveling in a Broadsound Coastal Care vehicle to do shopping etc.,

Clients are reminded that essential food and medication items will be given priority of space in the storage areas of vehicles. Alcohol is not permitted to be stored in vehicles under or on seats and must be secured in the storage area of a vehicle. (For example, the boot or behind cargo barrier.)

It is requested that Clients, family members or visitors not be overly intoxicated while the support worker is present. Support workers are instructed to leave the home if this is the case.

Illicit Drugs

It is requested that Clients, family members or visitors not be under the effect of illicit drugs when support worker is scheduled to visit client.

Support workers are instructed to leave the home if this is the case or if any illicit drugs are visible.

Smoke Alarms

Appropriate Smoke Alarms must be fitted and in working order for any Broadsound Coastal Care staff to visit or work in a client's home. This is in line with the Work Place Health and Safety Act and the Fire and Rescue Service Act 1990 which states that all Queensland Homes must be fitted with smoke alarms. Support Workers are unable to work in a client's home if the appropriate smoke alarms are not installed and working.

*** From 1 January 2017 When replacing smoke alarms, they must be of a photoelectric type which complies with Australian Standard (AS) 3786-2014.**



Weapons/Firearms

It is widely understood and accepted that people living in a rural area possess firearms for a variety of reasons. Please ensure all weapons and Firearms are stored correctly, according to the Weapons Act 1990 (QLD) and Weapons Regulation 2016 (QLD) that sets out the storage requirements of firearms, before Support Workers are due to enter your home.

Persons in possession of firearms have certain responsibilities to our community including taking all reasonable precaution to;

- Ensure its safe storage
- That it is not stolen or lost and
- That it does not come into the possession of a person who is not authorised to possess that firearm.

Support Workers will request person responsible for the firearm to lock away and store correctly any visible firearms or weapons.

If this request is not carried out, Staff have been instructed to leave a client's home immediately, this is for their safety.

As it is assumed all firearms are loaded, there is a risk of any firearm discharging accidentally. This is an unacceptable risk as it unnecessarily puts Support Workers and others at risk of injury or possible death.

Please do not hesitate to contact the Operational Manager if you have any enquires with regards to this matter.

Banking, Cash, Gifts and Benefits

Only the client, a friend, a family member or a person legally appointed by the client as their attorney or trustee, should conduct client's banking and financial transactions.

Clients must not:

- *Disclose any passwords or PIN's to staff to allow them to access or use bank accounts, credit cards or allow staff to perform internet banking on client's behalf.*
- *Give bank books, bank cards, credit cards to staff or give staff any signed bank transaction slips, signed bank cheques or any other important documents such as title deeds, shareholding statements or other financial and property documents.*
- *Give any keys, cash, gifts or gratuitous benefits to staff.*

Donations

Broadsound Coastal Care is a not for profit organisation and all donations over two dollars are tax deductible. All donations are gratefully received and appreciated.

Cancelling Support

A client has the right to refuse or cancel support at any time. If a client refuses or cancels support a client may reapply for support at a later date. A client will be assessed again and support services provided will be subject to availability.

Whilst every effort is made to provide clients with their required level of support, cancellation can occur for the following reasons:

- Client moves away from our service area
- Client moves into a hostel or nursing home
- Another agency provides client with support
- Client's needs increase and Broadsound Coastal Care are unable to provide the necessary support
- Client no longer requires support
- Client behaviour is not appropriate towards staff or other clients
- Client is away for an extended period (excluding hospital stays).

If support is cancelled, the reasons for cancellation will be explained and assistance provided to access other services if appropriate.

Holidays

The Client can put support services on hold for up to 6 weeks if going on holidays. If longer than 6 weeks Broadsound Coastal Care will need to re-assess client's needs before continuing support.

Hospital stays

The Client is expected to arrange for someone to advise Broadsound Coastal Care if the client is admitted to hospital. Client services can be resumed upon returning home.



Rights and Responsibilities

Rights

Your rights are:

General

- To be treated and accepted as an individual, and to have your individual preferences respected
- To be treated with dignity, with your privacy respected
- To receive support that is respectful of you, your family and your home
- To receive support without being obliged to feel grateful to those providing your support
- To full and effective use of all your human, legal and consumer rights, including the right to freedom of speech regarding your support
- To be treated without exploitation, abuse, discrimination, harassment or neglect.

Participation

- To be involved in identifying the support most appropriate for your needs
- To choose the support that best meet your assessed needs, from the support services able to be provided and within the limits of the resources available
- To participate in making decisions that affect you
- To have your representative participate in decisions relating to your support if you do not have capacity

Support

- To receive reliable, coordinated, safe, quality support which is appropriate to your assessed needs
- To be given before, or within 14 days after you commence receiving support, a written plan of the support that you expect to receive
- To receive support as described in the plan that takes account of your lifestyle, other support arrangements and cultural, linguistic and religious preferences
- To ongoing review of the support, you receive (both periodic and in response to changes in your personal circumstances), and modification of the support as required.

Personal information

- Communication To privacy and confidentiality of your personal information
- To access your personal information.
- To be helped to understand any information you are given
- To be given a copy of the Charter of Rights and Responsibilities for Community Care
- To be offered a written agreement that includes all agreed matters
- To choose a person to speak on your behalf for any purpose

Fees

- To have your fees determined in a way that is transparent, accessible and fair
- To receive invoices that are clear and in a format that is understandable
- To have your fees reviewed periodically and on request when there are changes to your financial circumstances
- Not to be denied support because of your inability to pay a fee for reasons beyond your control.

Responsibilities***Your responsibilities are:*****General**

- To respect the human, legal and industrial rights of Support Workers including the right to work in a safe environment
- To treat Support Workers without exploitation, abuse, discrimination or harassment.

Support

- To abide by the terms of the written agreement
- To acknowledge that your needs may change and to negotiate modifications of support when your needs do change
- To accept responsibility for your own actions and choices even though some actions and choices may involve an element of risk.

Communication

- To give enough information to assist Broadsound Coastal Care to develop, deliver and review your support plan.
- To inform Broadsound Coastal Care of any problems with the support services.

Access

- To allow safe and reasonable access for Support Workers at the times specified in your Homecare Service Plan or otherwise by agreement
- To provide reasonable notice if you do not require support.

Fees

- To pay any fee as specified in the support plan or negotiate an alternative arrangement with Broadsound Coastal Care if any changes occur in your financial circumstances
- To provide enough information for Broadsound Coastal Care to determine an appropriate level of fee.

Privacy and Confidentiality

Broadsound Coastal 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 Broadsound Coastal 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 Operational Manager.
- 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.
- Reviews are always conducted in private with the client and the Assessment Officer unless the client consents to their carer, advocate or other person being present.
- During client reviews the Assessment Officer asks the client about any particular privacy requirements 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.

Compliments and Complaints



Broadsound Coastal Care is committed to providing quality Service and welcomes and encourages clients to provide feedback on the support services we provide. At times, we may ask clients to complete a satisfaction survey. This assists us to better meet client's needs and to plan for the future.

If a client has a compliment or a complaint about a staff member or if a client is unhappy with any of the services provided or uncomfortable with the Support Worker who visits, please contact the Broadsound Coastal Care Office immediately so the Operational Manager can address the situation and arrange a change of staff if necessary.

All complaints and feedback are treated confidentially and will not affect the quality of support received or any other dealings the client has with Broadsound Coastal Care.



Complaints procedure

A client is encouraged to raise complaints with the staff member concerned if they feel comfortable to do so.

- If a client is not happy to discuss the issue with the staff member or not satisfied with the outcome the client can contact the Operational Manager directly on 49502 087 or Email: ceo@bccda.net.au
- The client has the right to engage an advocate or a support person to assist them.

If the issue is not satisfactorily resolved the client can submit a complaint in writing to 'Broadsound Coastal Community Development Association Management Committee'

Chairperson (Private & Confidential)

Broadsound Coastal Community Development Association Inc.

10 Old Bruce Highway
CARMILA QLD 4739

or

Email: chairperson@bccda.net.au

Broadsound Coastal Care is happy to assist clients with this. Please phone the office on 49502087.



All complaints will be dealt with confidentially, expediently, fairly and without retribution. A client has the right to refuse service without fear of discrimination or retribution. Broadsound Coastal Care has a commitment to resolving complaints within 21 days. The time frame may be extended for more serious complaints.

When the complaint has been finalised the Chairperson or the Operational Manager will contact the client with the details of the outcome. The client will be reassured and encouraged to feel comfortable to access support services again.

If you are unhappy with the Broadsound Coastal Community Development Association Inc. Committee's decision the client may wish to contact someone outside the area of Broadsound Coastal Care such as one of the advocacy and external complaints contacts listed below.

Aged Care Complaints Scheme

Phone Toll Free: 1800 550 552

Department of Veterans Affairs – DVA Clients

Phone Toll Free: 1800 555 254 for Veterans or Widow/Widowers

Department of Communities, Child Safety & Disability Services

Phone Toll Free: 1800 177 120

Advocacy

Clients have a right to use an advocate of their choice to negotiate on their behalf with Broadsound Coastal Care. This may be a family member, friend or advocacy service. A list of advocacy services is provided below. We can help the client contact a service if needed.

What is an Advocate?

An advocate is a person who, with a client's authority represents their interests. Advocates may be used during assessments, reviews, and complaints or for any other communication between the client and Broadsound Coastal Care.

Appointing an Advocate

If a client wishes to appoint an advocate, Broadsound Coastal Care needs to be informed in writing, the name of the person acting as client's advocate. Authority to Act as an Advocate form may be used. An advocate may be changed 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 clients to pass on to chosen advocate.

Advocacy and External Complaints Contacts

Advocacy and external complaints contacts available to clients include:

QAI (Queensland Advocacy Incorporated)

Phone: 1300 130 582 or Phone: 07 3844 4200

QADA (Queensland Aged & Disability Advocacy)

Phone Toll Free: 1800 818 338 or Phone: 07 3637 6000

Community Support Services

My Aged Care

The My Aged Care website has been established by the Australian Government to help you navigate the aged care system and is the entry point for aged care services nationally.

My Aged Care is part of the Australian Government's changes to the aged care system which have been designed to give people more choice, more control and easier access to a full range of aged care services.

My Aged Care is made up of a website and a telephone contact centre. Together they can provide you with information on aged care for yourself, a family member, friend or someone you're caring for.

It provides information about aged care services available, assessment and access to services, concerns about aged care issues, and provides an online estimator to calculate fees

You can expect our staff to be polite, helpful and knowledgeable and to provide:

- Prompt, reliable and confidential services
- Clear information, which can be made available: in languages, other than English if you speak another language and need an interpreter and in other formats if you have hearing difficulties or a vision impairment.
- Help to find Government-funded aged care services
- Prompt resolution of any complaint or concern you have with My Aged Care.

Phone: 1800 200 422

Web site: www.myagedcare.gov.au

Call Times: Between 8am and 8pm on weekdays and between 10am and 2pm on Saturdays. The My Aged Care contact centre is closed on Sundays and national public holidays.

*Your central gateway to
aged care services...*



myagedcare



1800 200 422

myagedcare.gov.au

Commonwealth Home Support Program (CHSP)

Offers a range of entry-level home support services and aged care options to older Australians who are still able to stay in their own homes (including retirement villages) and is regulated and funded by the Commonwealth government. The services the program provides include: domestic assistance, personal care, home maintenance and modification, allied health support services, respite for carers, day therapy centres and respite assistance.

Phone: 1800 200 422 or

website: www.myagedcare.gov.au

Home Care Packages (HCP)

Are delivered on a **Consumer Directed Care (CDC)** basis which means the person can be actively involved in choosing services to meet their specific needs. From 27 February 2017 funds will be portable. To access a Home Care Package a person needs to be assessed by an **AGED CARE ASSESSMENT TEAM (ACAT)**, which determines the level of support the person is eligible to access.

Phone: 1800 200 422 or

website: www.myagedcare.gov.au

Residential Aged Care

Where it is no longer possible to stay at home, aged care homes are available to provide short periods of respite or permanent care.

Residential aged care homes provide accommodation and nursing care including staffing, meals, cleaning services, furniture, equipment and recreational activities for people who can no longer manage in their own homes.

Entry to aged care homes is based on the person's needs assessed by an **Aged Care Assessment Team (ACAT)**. ACAT's are based at hospitals or community health centres. A doctor can refer a potential resident to an ACAT.

Phone: 1800 200 422 or

website: www.myagedcare.gov.au

At the time of entry into residential aged care, an Aged Care Fees Income Assessment Form (SA455) may need to be completed and submitted to Centrelink. Centrelink then calculate the fees and charges the person will need to pay, including if they are eligible to pay a Refundable Accommodation Deposit (RAD) or Daily Accommodation Payment (DAP), or a combination of both.

website: www.humanservices.gov.au

Where to find more information?

Broadsound Coastal Care

Broadsound Coastal Care can assist you to make contact with My Aged Care via telephone or via the website. We can often point you in the right direction to assist you to find the services you are looking for and we will endeavour to help you where we can.

Phone 07 4950 2087 or
email: admin@bccda.net.au

Aged and Disability Advocacy Australia (ADA)

Provide free information to adults about your rights in regards to aged care services both in your home and residential aged care. ADA Australia also has Aboriginal and Torres Strait Islander, LGBTI and CALD advocates.

Phone: 1800818 338
website: www.adaaustralia.com.au

Carers QLD

Helps relatives and friends caring for people with a disability, mental illness, or who are older and frail.

It provides information, referrals, emotional support, advocacy and counselling. Carers QLD also has an Aboriginal and Torres Strait Islander Care Program.

Phone: 1800 242 636
Website: www.carersqld.asn.au

Aged Care Online

Is an online directory listing vacancies at aged care facilities around Australia.

Website: agedcareonline.com.au

Nican

Is an information service providing contact information for travel, accommodation, respite, and social activities available around Australia for people with disabilities and the elderly.

Phone: 1300 655 535
Website: www.nican.com.au

Commonwealth Respite and Carelink Centres

Are information centres for older people with disabilities and those who provide care and services.

Centres provide free and confidential information on community aged care, disability, Carer's Allowance, Carers' Pension and other support services.

Phone: 1800 200 422
Website: www.myagedcare.gov.au

Home Care Today

Provides information to both consumers and home care providers to work together to implement Consumer Directed Care (CDC) packages.

Phone: (03) 9909 7910
Website: homecaretoday.org.au

Seniors Legal and Support Service (SLASS)

Have produced a brochure called **Residential Aged Care and Community Care Arrangements**. To download a copy or order a free printed copy.

Phone: (07) 3214 6333
Website: www.caxton.org.au

Centrelink

Carers Phone: 13 27 17
Recorded information Phone: 13 24 68

Website: www.humanservices.gov.au

Aged Care Complaints Commissioner

The Aged Care Complaints & Commissioner provides a free service for anyone to raise their concerns about the quality of care or services being delivered to people receiving aged care services funded by the Australian Government.

Phone: 1800 550 552
Website: www.agedcarecomplaints.gov.au

A Guide to Aged Care Law

Is an online resource that sets out responsibilities and obligations under the Aged Care Act 1997.

Website: www.guides.dss.gov.au/guide-aged-care-law

Veterans Home Care Program

Provides low level home care services to eligible veterans and war widows and widowers.

Phone: 1300 550 450

Independent Consultant

Infinity Aged Care Consultants

Provides a confidential service to discuss your aged care requirements and personal situation. Offers a referral service to meet needs. Assistance to complete all application documents for permanent placement in Aged Care Facilities including assessments.

Guidance and support with emotional and legal matters. Assistance with senior's documents. Services and fees are flexible and tailored to fit your circumstances and designed to be affordable. Independent, confidential, professional, caring and understanding service.

P.O. Box 1888, Mackay QLD 4740

Email: imbosel@bigpond.com
Phone: 4786 3247 or 0428 584 537
Website: www.infinityagedcareconsultants.com.au

Queensland Community Care Services

Provides basis support (usually 1-5 hours per week) to eligible people with a disability or condition that restricts their day-to-day living who are under 65 and for Aboriginal and Torres Strait Islander people under 50 years of age.

Phone: 1800 600 300

Website: www.qld.gov.au/communitycare

National Disability Scheme (NDIS)

The NDIS will provide all Australians under the age of 65 who have a permanent and significant disability with the reasonable and necessary supports they need to enjoy an ordinary life.

The NDIS will help people with disability achieve their goals. This may include greater independence, community involvement, employment and improved wellbeing.

As an insurance scheme, the NDIS takes a lifetime approach, investing in people with disability early to improve their outcomes later in life.

The NDIS also provides people with disability, their family and carers with information and referrals to existing support services in the community.

Can I access the NDIS?

To become an NDIS participant a person must:

- Have a permanent disability that significantly affects their ability to
- Take part in everyday activities;
- Be aged less than 65 when they first enter the NDIS;
- Be an Australian citizen or hold a permanent visa or a Protected
- Special Category visa; and
- Live in Australia where the NDIS is available.

Can I still receive support if I do not meet the access requirements for the NDIS?

A person does not have to be an NDIS participant to receive support from the NDIS.

The NDIS will connect people with disability, their families and carers, including people who are not NDIS participants, to disability and mainstream supports in their community.

To find out more about information, links and referrals to community and mainstream support services

Phone: 1800 800 110

Website: www.ndis.gov.au

Aged & Disability Advocacy

ADA is a not-for-profit organisation who supports frail aged and people with a disability who are recipients of aged care services. This includes community care for persons under 65 and for person over 65 home and community care, home care packages level 1-4 and aged care facilities and are experiencing service provision issues in regards to the services they are receiving. ADA provides three types of advocacy which are:

- Individual advocacy
- Group advocacy
- Systemic advocacy

ADA can support people face to face or by providing information via phone depending on the situation. Each case is treated with respect, confidentiality and privacy. ADA services are provided free of charge. ADA is based in Mackay however covers the health district area of Mackay to St Lawrence and west to Clermont and north to Scottsville. The ADA office operates Tuesday through to Friday from 8:30am to 3pm. Shop 4B Discovery Lane North Mackay QLD 4740

Phone: 1800 818 338

Website: www.ada.org.au

Alzheimer's Australia Mackay Region Inc.

Alzheimer's Australia Mackay Region Inc. is a not-for-profit organisation run by volunteers. Our aim is the support people with dementia and their families, carers and friends. We do this by providing information, education and support. We hold a support group on the 2nd Friday of every month. Our area of support extends from Bowen to St Lawrence and west to Clermont and the mining areas in between.

257 Nebo Road, West Mackay QLD 4740

Phone: 4952 6077

Email: aamky1@bigpond.com

Website: www.fightdementia.org.au

Asthma Foundation Of Qld

Information and advice on managing, treating and informing others about asthma.

Phone: 1800 177 948

Website: <http://asthmaaustralia.org.au>

Breastscreen Qld - Mackay Service

Provides free breast cancer screening and follow up assessment. The target population is women aged 50-69, but 40-49 and 70 & over are also welcome to attend. 7 – 9 Wellington Street, Mackay QLD 4740

Phone: 4968 3813

Broadsound Coastal Care

The organisation aims to provide quality home and community care services to the frail aged, younger disabled and carers of those persons.

For any information on services provided or assistance to access services please do not hesitate to phone us or call in person to the office

10 Old Bruce Highway, CARMILA QLD 4739

Phone: 07 49502 087

Email: admin@bccda.net.au

Cancer Council

Cancer information and support advice. 4A 6-8 Discovery Lane, Mackay QLD 4740

Phone: 4842 2000

Website: www.cancer.org.au

Carers Queensland

Provides support, advocacy, information, referral and counselling for carers of people with a disability or chronic illness. Person with a disability or chronic illness must be under the age of 65 (carers can be any age). 4/19 Palmer Street, North Mackay QLD 4740

Phone: 4944 0544

Email: doctrin@carersqld.asn.au

Website: www.carersqld.asn.au

Chronic Conditions Group

The Chronic Conditions Group is available to support people with chronic conditions, their families and friends to live with and manage their health more positively. The group meets on the first Friday of each month. Ozcare Conference Room, 32 Victoria Street, Mackay QLD 4740

Phone: 4955 3522 or 0402 573 810

Email: dougbethw@bigpond.com

Community Accommodation and Support Agency (Casa)

CASA provides social support, domestic assistance and client care coordination to frail aged people over the age of 65 and people under the age of 65 with moderate to severe disabilities.

Cnr Gregory & Alfred Streets, Mackay QLD 4740

Phone: 4951 4299

Email: admin@casamackay.org.au

Website: www.casamackay.org.au

Commonwealth Respite And Carelink Centre

Commonwealth Carelink Centres are information centres for older people, people with disabilities and those who provide care and services. Centres provide free and confidential information on Community Aged Care, Disability and other support services available locally or anywhere within Australia. 25 Wellington Street, MACKAY

Phone: 1800 052 222

Email: mackay.crc@bluecare.org.au

Email: northern.crcc@bluecare.org.au

Domestic Violence Resource Service

- Counselling for women, children and adolescents affected by domestic and family violence.
 - Crisis intervention for women, children and adolescents affected by domestic and family violence.
 - Court assistance and fax back support for women affected by domestic and family violence.
 - Information, referral and provision of resources.
 - Counselling and advocacy for women affected by elder abuse.
- 418 Shakespeare Street, Mackay QLD 4740

Phone: 4957 3888

Email: admin@domesticviolenceservice.com.au

Elder Abuse Prevention Unit (EAPU)

Provides information, advice and support for elders who may be experiencing abuse.

EAPU has produced several fact sheets explaining what elder abuse is and what can be done to avoid it.

Phone: 1300 651 192

Website: www.eapu.com.au

Australian Hearing

Hearing clinic providing hearing services exclusively to pensioners and most veterans. Australian Hearing is the largest and most experienced hearing provider of hearing services and hearing aids to the Australian Community. 7 Gregory Street, Mackay QLD 4740

Phone: 4957 0900

Website: www.hearing.com.au

Lifeline

24-hour Crisis Counselling.

Phone: 131 114

Mackay Regional Community Legal Centre Inc

The MRCLC provides free and confidential legal information, legal advice, referral, some migration advice and some counselling throughout the Mackay, Whitsunday and Isaac Regional Council areas. Appointments are available by telephone or in person during ordinary business hours Monday-Friday and most Wednesday evenings. Bookings are essential. Suite 4, City Court Arcade, 80 Victoria Street, Mackay QLD 4740

Phone: 4953 1211

Email: admin@mrclc.com.au

Mackay Veterans Support Group Advocacy & Pensions Office

Support for serving and former Australian Defence Members. Assistance and advice with Department of Veteran Affairs claims.

Men's Shed – Wednesday mornings 8am-12pm

Social meeting – Thursday mornings 8am-12pm

BBQs – last Thursday of every month

1 Leisure Court, Mackay QLD 4740

Phone: 0419 705 346

Email: George.newton@bigpond.com

Mackay Women's Centre

The Mackay Women's Centre is a welcoming place where women can access services that provide emotional, practical and general support, crisis response, advocacy, information and referral across a broad area of health and wellbeing. 418 Shakespeare Street, Mackay QLD 4740

Phone: 4953 1788

Email: admin@mackaywomenscentre.com.au

Website: www.mackaywomenscentre.com.au

Relationships Australia

Relationships Australia offers a range of counselling, community education and group programmes. This includes; relationship, gambling and other addictions, conflict, parenting, communication skills, self-esteem, Indigenous issues, gender-related and LGBT, as well as being involved in community development activities. 45 Victoria Street, Mackay QLD 4740

Phone: 1300 364 277

Website: www.relationships.com.au

Mackay And District Senior Citizens' Club

Regular activities include: Indoor bowls, cards, craft, cent sales, dance, monthly BBQ, concerts, bus trips
58 Macalister Street, Mackay QLD 4740

Phone: 4951 1444

Email: seniorass@bigpond.com

Mackay Historical Society & Museum Inc

Mackay Museum protects and preserves local history. We are available to help with local history research. Mackay Museums is always looking for volunteers to help out and are a friendly group

to join in with. The Museum is open every Thursday from 10am-2pm and the 1st and 3rd Sunday of the month from 10am-2pm.
4 Casey Avenue, Mackay QLD 4740

Phone: 4953 0002

Email: mackaymuseum@gmail.com

Website: www.mackayhistory.org

Mackay Sub Branch War Widows' Guild Of Australia

Monthly meetings occur every 2nd Tuesday of each month. Meetings include guest speakers. Bus pick-up is available. Companionship and outings on offer. R.S.L Homes, Creal Street, Mackay QLD 4740

Phone: 4957 3200

Email: clare@mtsnq.com

Medicare Australia

General Enquiries Phone: 13 2011

Centrelink

Seniors Phone: 13 2300

Carers Phone: 13 2717

Child Support Agency

General Enquiries Phone: 13 1272

Department of Veterans' Affairs Information and Enquiries

Veterans seeking assistance can contact the Department of Veterans' Affairs directly on:

Phone: 1800 555 254 (free call)

DVA also provides services through an agency arrangement with the Mackay Centrelink office. If you need local assistance, access to DVA trained staff is available through the Centrelink Office on 49671 818.

Sarina District Historical Centre Inc

Sarina Historical Centre tries to preserve the history of the Sarina Region. We are known for our 414 Family Plaques in our gardens. Open Tuesday, Wednesday and Friday 9am to 2pm from April to mid-December and open Tuesday and Wednesday 9am to 2pm February & March. We are closed from mid-December and January. 2/11 Railway Square, Sarina QLD 4737

Phone: 4956 5436 or 0415 533 314

Email: sarinamuseum@mackay.qld.gov.au

or icscott@bigpond.com

Time Out Tai Chi

Tai Chi for Health classes, Better Balance programme, Stress Buster programme. Operated out of various venues across Mackay and District.

Phone: 0428 181 824

Email: Leanne@timeouttaichi.com

Website: www.balancefitnessfoodandfun.com

HOSPITALS

Mater Misericordiae Hospital

76 Willetts Road, Mackay QLD 4740

Phone: 4965 5666

Email: matermackay@mercycq.com

Website: www.mercycq.com

Mackay Base Hospital

475 Bridge Road, Mackay QLD 4740

Phone: 4885 6000

Website: www.health.qld.gov.au

Mackay Rehabilitation Hospital

57 Norris Rd, Mount Pleasant QLD 4740

Phone: 4942 3848

Website: www.mackayrehab.com.au

Sarina Hospital and Primary Health Care Centre

1 Hospital Street, Sarina QLD 4737

Phone: 4943 8777

Website: www.health.qld.gov.au

Integrated Oral Health Services

Provides dental clinic for Queensland residents in possession of a Health Care card or a Concession card.

- Mackay Base Hospital – Dental Clinic
- Bridge Road, Mackay QLD 4740

Phone: 4885 6444

Email: mky_dental@health.qld.gov.au

National Bowel Cancer Screening Program

The National Bowel Cancer Screening Program (NBCSP) is currently being implemented nationally to help detect bowel cancer early and reduce the number of Australians who die each year from the disease.

The Australian Government currently invites all Australians turning 50, 55, 60 or 65 years to participate in screening for bowel cancer. Other age groups that will be invited include - 2017: 68, 58 and 54 year olds

Under the program, eligible men and women will be sent a bowel cancer screening kit by mail containing a Faecal Occult Blood Test (FOBT). This is a simple test that can be completed in the privacy of your own home.

Phone: 1300 766 927

Website: www.cancerscreening.gov.au

Mackay Integrated Mental Health Service

This service provides assessment and treatment services for sufferers of serious mental illness and serious mental health disorders.

12 - 14 Nelson Street, Mackay QLD 4740

Phone: 4968 3893

Seniors Card

Seniors Card is a partnership between the Queensland Government and participating businesses to provide discounts and Queensland Government concessions on a range of products and services to Queenslanders over 60.

The scheme is **FREE** to join, is not assets-tested and therefore you are not required to disclose your income. To receive a Seniors Business Discount Card or a Seniors Card you must be a permanent resident of Queensland and be aged 60 or over.

Eligibility

All Queensland residents aged 60 and over are eligible for either a Seniors Business Discount Card or a Seniors Card. Both cards give access to discounts at 1,000's of participating business outlets in Queensland, some interstate discounts, and access to the Senior Shopper service.

- **The Seniors Business Discount Card** is available to all Queensland residents aged 60 and over.
- **The Seniors Card** gives access to government concessions as well as discounts at participating businesses and access to the **FREE** Senior Shopper service. To receive a Seniors Card you must be a Queensland resident and either:

Aged over 65 and working less than 35 hours per week or aged 60 to 64, working less than 35 hours per week and holding a Commonwealth concession card from Centrelink or Department of Veterans' Affairs (for example, a Commonwealth Seniors Health Card, Pensioner Concession Card, Health Care Card or Veterans' Gold, White or Orange Card)? If you meet these criteria and your principal place of residence is in Queensland, you can apply for a card.

Queensland residency requirements

To be eligible for a Queensland Seniors Card, applicants must have their principal place of residence in Queensland for at least six months of the year. Additionally, this address must be registered with at least one of the following government agencies:

- Electoral Commission of Queensland
- Centrelink
- Commonwealth Department of Veterans' Affairs
- Queensland Transport

For more information, contact the Queensland Department of Communities on

www.communityservices.qld.gov.au/seniorscard or Ph.137468

Indigenous & Islander Health & Support Services

Aboriginal and Torres Strait Islanders Community Health Services

A holistic health service for the community. 31 – 33 Victoria Street, Mackay QLD 4740

Phone: 1800 817 773 or 4957 9400

Website: www.atsichs.org.au

Aboriginal & Torres Strait Islander Hostel

38 resident beds. Transient, temporary short term accommodation for up to 3 months for Aboriginal and Torres Strait Islanders. Self-contained units, 3 meals daily. Laundry facilities available. 8am-8pm, 7 days per week
49 – 53 Boddington Street, Mackay QLD 4740

Phone: 4953 3703

Email: mackay@ahl.gov.au

Department Of Aboriginal & Torres Strait Islander Partnerships

DATSIP aims to increase economic participation, and improve the community participation of Aboriginal people, Torres Strait Islander peoples. Key focus areas include working together to improve the educational outcomes of Aboriginal and Torres Strait Islander young people. To assist and support community with employment opportunities. To promote Aboriginal and

Torres Strait Islander businesses. To assist with information about Aboriginal and Torres Strait Islander organisations and services.

Ground Floor, 44 Nelson Street Mackay QLD 4740

Phone: 4862 7001

Email: Kathleen.stirling@datsip.qld.gov.au

Website: www.datsip.qld.gov.au

Mackay & District Australian South Sea Islander Association

Acts as an information channel for the South Sea Islander community in the areas of Health, Housing, Education, Employment, Training, Community benefits, Culture & Heritage.
P.O. Box 6880 Mackay QLD 4740

Phone: 0456 152 157

Email: madassiamky@gmail.com

Mackay Yamadi Lera Yumi Meta Association

People of Aboriginal, Torres Strait Islander and Australian South Sea Islander backgrounds for self-community care, assist and access HACC Liaison Officer, doctor, family, friends. Case planning, centre based day care, domestic assistance, personal care, respite, social support, transport, yard maintenance.
Level 1, 46 Macalister St, Mackay 4740

Phone: 4957 8121

Email: coordinator@yamadi.org.au

ACCOMMODATION

Retirement Villages & Nursing Homes

Breezes Lifestyle Village

Breezes are a lifestyle village for over 55s that provides independent retirement living homes with resort style community amenities and landscaped surrounds. The village is master planned for 234 homes with 1, 2 and 3 bedroom villas on offer. Breezes Lifestyle Village is pet friendly. 1 A Beaconsfield Road, North Mackay QLD 4740

Phone: 1300 857 366

Email: www.rslcare.com.au

Carlyle Gardens

Carlyle Gardens is an independent living village close to shopping centres, hospitals and other community facilities. Carlyle Gardens' residents enjoy the use of communal amenities and activities while residing in their own independent accommodation. 206 Phillip Street Mount Pleasant QLD 4740

Phone: 4942 7612

Email: www.retirementbylendlease.com.au

Eaglemount Retirement Resort

Eaglemount Retirement Resort is an independent living village with community facilities and activities within easy reach. Residents at Eaglemount Retirement Resort enjoy the use of communal amenities and activities while living in their own independent accommodation. 12 Harveys Road, North Mackay QLD 4740

Phone: 4942 9001

Email: www.retirementbylendlease.com.au

Francis Of Assisi Home

Aged care facility comprising of low and high care and Dementia Specific high care. Dupuy Street, Mackay QLD 4740

Phone: 4952 2028

Email: assisi@mackay.net.au

Good Shepherd Lodge

Aged care facility – including high and low residential care, respite, day therapy centre, independent living units and retirement village. Also, includes a dementia specific care unit. 15 McIntyre Street, Mackay QLD 4740

Phone: 4963 2999

Website: www.goodshepherdlodge.org.au

Homefield Aged Care Facility

Low and high residential care, respite, high care dementia specific. Comprehensive activities program, physiotherapist. 87-95 George Street, Mackay QLD 4740

Phone: 4951 4966

Email: homefield@bluecare.org.au

Website: www.bluecare.org.au

Kerrisdale Gardens

Kerrisdale Gardens is operated by Good Shepherd Lodge Ltd in conjunction with its existing facility in East Mackay. Kerrisdale Gardens is a unique supported living community with a range of

accommodations including care suites, apartments and villas. Kerrisdale Gardens focuses on positive ageing, offering varied medical and allied health services on site. Norwood Parade, Beaconsfield QLD 4740

Phone: 4963 2988

Email: rlm@gslmky.org.au

Website: www.kerrisdalegardens.org.au 0418 189 506

Nanyima Aged Care

Provides care for low to high needs persons. 48 permanent beds and 3 respite beds. 61 Alexandra Street, Mirani QLD 4754

Phone: 4959 1575

Email: admin@nanyima.com.au

Website: www.nanyimacare.com.au

Northview Aged Care Centre

High and low care and secure unit.

35 Davey Street, Glenella QLD 4740

Phone: 4968 0800

Email: nacc@northviewagedcare.com.au

Website: www.northviewagedcare.com.au

Ozcare Men's Hostel

Ozcare Men's Hostel is a crisis accommodation facility for men. Support provided by the hostel includes; Accommodation, Meals, Laundry, Case Management, Referrals, Housing information, Programs. 1 Endeavour Street, Mackay QLD 4740

Phone: 4961 8660

Email: hostel.mackay@ozcare.org.au

Website: www.ozcare.org.au

Park Haven Garden Village

Park Haven Garden Village is an independent living complex for over 50s which offers 1 and 2 bedroom ground floor units with private courtyards. The complex boasts communal amenities and activities that can be enjoyed by all residents. Park Haven Garden Village is pet friendly. 54A Scott Street, Mackay QLD 4740

Phone: 4951 2092

Email: info@parkhavengarden.com.au

Website: www.parkhavengarden.com.au

Palmview Village

Centrally located, with easy access to Bowls Clubs, Shopping Centres and beaches, as well as walking distance to hospitals and specialist centre. Palmview Village offers 2 and 3 bedroom homes set within beautiful park like surrounds and gardens with communal community facilities on offer. 9 Bradford Street, North Mackay QLD 4740

Phone: 4942 1000

Email: salespalmview@bigpond.com

Website: www.palmviewvillage.com.au

Resthaven On Quarry

Residential care accommodation and services are provided to those people in the community who have satisfied the requirements of entry into a Residential Age Care Service by assessment and referral of the ACAT. The facility offers 24 hour care under the supervision at all times of a Registered Nurse. Allied Health professionals visit the facility regularly for initial and ongoing assessment of residents. An interactive Diversional Therapy program operates 5 days each week and is responsive to residents' interests and abilities. Care is provided in private rooms mostly with a private ensuite or a shared ensuite between two. Resthaven is a privately owned and operated RACF offering care to residents in a non-denominational but culturally or lifestyle supported manner. 10 Sands Terrace, Mackay QLD 4740

Phone: 4942 4800

Email: maryanne@roq.com.au

RSL Care Bi-Centennial Retirement Village

Located 5 minutes' walk from Town Beach and in close proximity to medical centres, pharmacies and shopping centre. Recreational features of the Village include a community hall, indoor bowls, BBQ facilities and a bus for outings and excursions. A caretaker lives on site and all units are connected to a 24hr emergency call system. 5 Creal Street Mackay QLD 4740

Phone: 4953 2445

Website: www.rslcare.com.au

Sarina Aged Residential Home

The facility has five lodges, an administration building, activities/lounge room and 13 independent living units. Three of the five lodges, Acacia, Banksia and Cassia, each consist of ten private rooms including ensuite and a patio. Lavender Lodge has

Website: www.westminsterlodgemackay.com.au

ten private rooms while Daisy Lodge has eight private rooms each with ensuite and patio. Each lodge includes a centrally located kitchenette where residents have morning and afternoon tea. If residents wish, they can take care of their personal laundry at the facilities at Acacia, Banksia and Cassia lodges and there is a fully equipped hairdressing room at Daisy Lodge. Hoey Street, Sarina QLD 4737

Phone: 4943 8777

Website: www.mackaynursinghomes.com.au

Village Life Mackay

Located within close proximity to local amenities, Village Life offers a hassle-free and secure lifestyle for seniors at affordable prices. Renting at Village Life provides you with security and on-site management, privacy of your own modern, fully furnished accommodation, three home-style meals daily and a weekly linen service and communal laundry facilities. 21 Oak Street, Mackay QLD 4740

Phone: 4955 7322

Email: mackay@myvillagelife.com.au

Website: www.myvillagelife.com.au

Westminster Lodge Mackay

Westminster Lodge is an aged care retirement village with secure senior rental accommodation suitable for pensioners, veterans and the budget conscious. Nourishing home style meals are included. Fully furnished units each with own washing machine, dryer, air-conditioner, fridge, television, bed, linen, crockery and cutlery. The site is fully fenced with secure car parking.

4 Don Wright Court, Andergrove QLD 4740

Phone: 4955 0088

Email: westminsterlodge@bigpond.com

Poison Information Hotline



13 11 26

In an Emergency Call 000

*For Ambulance, Fire & Police
Note: Some mobile phones dial 112*



PTSS - Patient Travel Subsidy Scheme

Department of Health - A guide for patients and their approved escorts

What is the purpose of the Patient Travel Subsidy Scheme?

The Queensland Government supports patients who need to travel, particularly rural and remote patients, to access specialist medical services through the Patient Travel Subsidy Scheme (PTSS). The scheme provides financial assistance to eligible patients (and approved escorts) who are required to travel more than 50 kilometres from their local public hospital to access specialist medical services.

What financial assistance is available?

Assistance may be provided towards your travel and accommodation costs. Travel subsidies will be provided for the most clinically appropriate and cost-effective mode of transport (air, rail or bus travel or travel by private motor vehicle).

Generally, the **cheapest form of public transport** will be subsidised *unless you are approved for a more expensive mode of transport*.

You may also be eligible for subsidies for an approved escort (i.e. family member or friend) to travel with you.

PTSS subsidies paid directly to patients and escorts are GST exclusive.

Travel subsidies	
Commercial—Air, bus or rail	Fully paid at lowest available discount fare
Private vehicle	\$0.30 per kilometre

Accommodation subsidies	
Commercial	Up to \$60 per person per night
Private (family or friends)	\$10 per person per night

Patients and approved escorts are required to pay the *first four nights of accommodation per financial year*. Patients who hold a nominated concession card or patients under 17 years of age are exempt from this requirement and are eligible to receive the accommodation subsidy from the first night. This exemption does not include the patients approved escort.

It is important to note that:

- PTSS only provides a subsidy and does not cover all costs such as meals, taxi fare to the airport etc
- you are responsible for paying any costs that the subsidy amount does not cover
- if you choose a more expensive mode of transport than what is approved, you must pay the additional costs
- accommodation and escorts subsidies will only be provided for the minimum period required for your treatment to be effective.

Am I eligible?

To be eligible for PTSS, you must be:

- A Queensland resident or a patient with no fixed address, residing in Queensland
- Eligible for Medicare
- Accessing a specialist medical service that is:
 - recommended as medically necessary by a medical practitioner
 - listed as an essential specialist medical service (<https://www.qld.gov.au/health/services/travel/subsidies/>);
 - not available within 50 kilometres of your nearest public hospital
 - the closest service of its type.

How does the scheme work and how do I apply?

The PTSS is administered through public hospitals across Queensland that accept, assess and approve PTSS applications and reimburse PTSS subsidies.

To apply, you must complete the PTSS application form (see the section *Further Information* to obtain the form) and lodge it to your local public hospital. You can lodge the form in person or via mail, email or fax, whichever is more convenient for you.

Please keep copies of all forms and paperwork you submit.

Your application will be assessed by your local public hospital and you will be notified of the outcome.

Your local public hospital may either reimburse your subsidies after you have travelled or book your travel and accommodation for you. Please contact the PTSS office at your local public hospital to discuss your options.

Note: the PTSS is for Queensland residents only—if you are a resident of another state or territory, you will need to apply through your local public hospital for assistance.

Interstate travel assistance is provided to Queensland residents only if the required specialist service is not available in Queensland.

Further information

General information:

- 13 HEALTH (13 43 25 84)
- PTSS staff at your local public hospital
- <https://www.qld.gov.au/health/services/travel/subsidies/>

Funeral Assistance

Coroners Court of Queensland

What is funeral assistance?

The Department of Justice and Attorney-General, through the Coroners Court of Queensland or a local Magistrates Court Registry, may organise a simple burial or cremation of any deceased person who has died in Queensland and whose assets cannot cover the cost of their funeral and whose relatives or friends cannot arrange or pay for their funeral. This is called funeral assistance.

Essentially, the *Burials Assistance Act 1965* requires the department to perform this service in the interests of public health. There is no provision for any contribution towards the cost of a funeral or reimbursement for money already paid for the funeral.

If you are a relative or friend of a recently deceased person and are unable to arrange the cost of their funeral, the department may be able to help.

How do relatives or friends apply for assistance?

A relative or friend of a deceased person can apply for funeral assistance if, after obtaining quotes and talking to other family members, they conclude that no one can arrange or afford to pay for the funeral. An application for funeral assistance cannot be made before a person has died.

To apply for assistance, contact your local Courthouse or the Coroners Court of Queensland.

An officer of the department will ask you to attend an interview so they can obtain information about the financial situation of the deceased person and the deceased's spouse, or parents if the deceased is a child.

You may be required to produce documentation such as bank account details, bank statements, pension details or a will. This information will help determine whether assistance can be granted.

You will be asked to sign a statutory declaration stating the information you provide in the application is correct. If you provide incomplete or inaccurate information you may be required to pay back all associated costs after the funeral.

Forms are available online at <http://www.courts.qld.gov.au/courts/coroners-court/forms>

Which funeral directors will be used?

The department will contact a contracted funeral director in the area where the death occurred. If there is no contracted funeral director in that area, the nearest available funeral director will be used.

The cemetery and location where the deceased person will be buried or cremated are determined by the department. Please be aware that up to two other deceased persons may be buried in the same plot as your deceased relative or friend. Family or friends are not permitted to place a headstone or plaque on the burial site.

What services are provided?

The funeral director will:

- provide a properly made, conventionally shaped, stained and suitably lined coffin
- conduct the funeral in a proper and respectful manner
- provide a graveside service for burials
- provide a service at the crematorium for cremations.

The funeral director is NOT permitted to provide extra services for additional fees. These include:

- funeral notices
- viewings
- church services
- an upgrade of the coffin
- flowers
- headstones or plaques

If you would like a member of the clergy to conduct a graveside service, the funeral director must be advised.

The applicant is responsible for any associated costs.

Can the deceased person be returned to their home town for burial?

The deceased person will be buried or cremated in the place where they died. However, they may be buried at a different location if that place is their residence or ancestral home. In these cases, the family or friends must pay the costs of transporting the deceased to that location.

Can money be recovered from the deceased person's estate at a later time?

The Department of Justice and Attorney-General is entitled to recover monies from the estate, similar to any other debt.

If, after the funeral service has been performed, a relative or friend becomes aware of any monies owing to the estate, they must advise the department.

Where do I get more information?

Please contact your local Courthouse or the Coroners Court of Queensland – Northern Region.

Coroners Court of Queensland – Northern Region
P O Box 1110
CAIRNS QLD 4870

Phone: (07) 4057 3349
Local call cost: 1300 304 605
Email: Burials.Assistance@justice.qld.gov.au

A list of Courthouses is available at <http://www.courts.qld.gov.au/contact-us/courthouses>

Please note: This publication was produced prior to the current government.

Enduring Power of Attorney

What is an Enduring Power of Attorney?

An Enduring Power of Attorney (EPA) is an important legal document you prepare to allow someone else to make personal and/or financial decisions on your behalf.

Why would I prepare one?

You may not always be able to make decisions when you need to. You may be too ill to make choices about your medical treatment, or you could suffer a disability that prevents you from communicating your wishes to others.

The advantage of an EPA is that you will have chosen who you would like to make decisions on your behalf.

How does it work?

You appoint an 'attorney'. This person does not need to be a lawyer. You may select a relative, friend, professional person such as your accountant, or someone else you trust and believe to have the necessary abilities to carry out your wishes and manage your affairs.

You should be very careful about who you choose as your attorney. You are potentially giving another person total control over your assets, plus the ability to make personal decisions regarding your health care and accommodation, when you are unable to do so. Your attorney's decisions will have the same legal power as if you had made them yourself.

What type of decisions can my attorney make for me?

You can give your attorney responsibility for your:

- personal matters, such as where you live and who you have contact with
- health care, including choosing medical and dental treatments
- financial matters, like collecting your income, paying your bills and taxes or selling your home.

You can also add to your attorney's power, or limit it, and set out detailed instructions to follow.

When does the power begin?

For personal and health care matters, your attorney's power begins only if and when you become incapable of making those decisions. For financial matters, your attorney's power begins whenever you want.

You can still continue to make any of your own decisions while you are capable of doing so.

Can I have more than one attorney?

Yes, you may have as many attorneys as you think are necessary to act for you. You may appoint someone as your attorney for financial matters and another as your attorney for personal matters. Or you can appoint two or more attorneys for each matter.

To avoid any conflict you should appoint people who you know will work well together for your best interests. Also consider if you want your attorneys to make each decision together, whether either attorney can act, or if you want one attorney to act only when the other is no longer able.

Who should I appoint?

Choose people who you trust and feel would do well in the role – and would be willing to take on the responsibility. For personal matters, consider family members or a close friend who understands your personal and health care needs and wishes.

For a financial attorney, consider someone who is responsible with their own money and understands financial matters.

Whoever you decide to be your attorney must be over 18 years, and not be your paid carer (a person receiving a carer's pension is not regarded as a paid carer).

If you do not have anyone suitable to appoint, you can ask the Adult Guardian, an independent statutory officer who protects the rights of impaired people, to be your personal attorney.

Can I end an EPA at any time?

Yes, provided you still have the decision-making capacity to do so. Simply fill out the Revocation of Enduring Power of Attorney form. You can also appoint a replacement attorney, but you must inform your original attorney of these decisions.

Certain life circumstances can also bring your EPA to an end, such as if you were to get married or divorced, or if your attorney becomes bankrupt.

What happens if my attorney does not act properly?

If you can still make decisions for yourself, fill out the Revocation of Enduring Power of Attorney form so the person can no longer act for you. You may also wish to get some legal advice, depending on what the attorney has done.

If you do not have decision-making capacity, the Adult Guardian may investigate the attorney's actions and take measures to protect your interests. If necessary, the attorney's power can be suspended, and an application made to the Queensland Civil and Administrative Tribunal (QCAT) for an order appointing someone else as your guardian and/or administrator.

Do I have to register the EPA?

There is no general registry for Powers of Attorney in Queensland, but you must register the form with the Land Titles Office if your attorney buys or sells land on your behalf.

Keep the original form in a safe place. Keep a copy for yourself and give a copy to anyone else who needs to know its contents—your attorney, solicitor, doctor or accountant.

What would happen if I did not have an attorney to act for me?

In the case of health matters, your statutory health attorney makes decisions for you. This is a person close to you, such as your spouse, a family member or friend, or it could be the Adult Guardian if there is no one else available. You do not have to appoint someone to do this as they automatically act in this role when the need arises.

For financial and personal matters, your family or a friend may be able to make some other decisions informally, to assist in your daily living. However, if formal authority is needed or if disagreements arise, someone from your support network may apply to QCAT to have a person appointed to act on your behalf. A guardian could be appointed for personal and health matters if needed, and an administrator could be appointed for financial issues.

How do I go about arranging an EPA?

You can complete an EPA yourself but you may wish to first consider talking to your solicitor, the Public Trustee, a private trustee company, financial planner, or others who can give you professional advice tailored to your circumstances.

The EPA form is available from newsagencies, GoPrint bookshops and legal stationers, or it can be downloaded for free at <http://www.justice.qld.gov.au/justice-services/guardianship/adult-guardian>. If the person you select as attorney agrees, they will need to sign the acceptance section of the form after you have completed and signed it in front of an eligible witness.

Contact details:

Email: adult.guardian@justice.qld.gov.au **Website:** www.justice.qld.gov.au

Health care consent line: 1300 753 624

Brisbane

Level 3 Brisbane Magistrates Court, 363 George Street, Brisbane. Telephone 1300 653 187

Townsville

8 Black Hawk Blvd, Thuringowa Central, Townsville. Telephone 4760 9688

Ipswich

Ipswich Tower Central, 114 Brisbane Street, Ipswich. Telephone 3884 6650



Advance Health Directive

What is an Advanced Health Directive?

An Advance Health Directive (AHD) is a formal set of instructions for your future health care. Sometimes called a 'living will', it's used if you become unable to make decisions due to illness or incapacity.

Why make one?

There could come a time when you are seriously ill, unconscious or unable to communicate and critical decisions about your health care need to be made. An AHD allows your wishes to be known, and gives health professionals direction about the treatment you want.

What does it cover?

You can use your AHD to express your wishes in a general way, such as stating that you would want to receive all available treatment. You can include relevant information about yourself that health professionals should know, such as:

- special health conditions
- allergies to medications
- religious, spiritual or cultural beliefs that could affect your care.

You can give specific instructions about certain medical treatments; for instance, you might feel strongly about whether or not you want to receive life-sustaining measures to prolong your life. These include:

- Cardio-pulmonary resuscitation, to keep your heart beating
- Assisted ventilation, to keep you breathing if your lungs stop working
- Artificial nutrition and hydration

What about my views and wishes?

You can use your AHD to outline your views about the quality of life that would be acceptable to you. For instance, you might decide to specify that you would like life-sustaining measures withheld or withdrawn in certain situations, such as if you were to have:

- A terminal illness for which there is no known cure nor chance of you recovering
- Severe and irreversible brain damage so that you are unable to communicate
- An illness or injury so severe that there is no reasonable prospect that you will recover

It is your legal right to refuse any medical treatment. However, any request for measures that might accelerate your death will not be followed, as euthanasia is illegal.



Interpreter

Contact Us

Office of the Public Guardian

t. 3234 0870 or 1300 653 187

e. adult@publicguardian.qld.gov.au

www.publicguardian.qld.gov.au

What about my personal decisions?

Your AHD includes a section where you can appoint an attorney for health/personal matters. An attorney is someone who will make decisions for you, and can be a family member, friend or someone else you trust to act in your best interests. You can choose more than one person if you like, and set special terms for their decisions, such as they must all agree or that a majority view is enough.

Your attorney will be able to give instructions on health matters that your AHD might not cover, and also make personal decisions, such as where you might live. You can set limits to the powers of your attorney—for instance, restricting them from consenting to certain procedures—or give them detailed information about your personal wishes that you would like them to follow.

How do I make an AHD?

An AHD form is available for free from our website at <http://www.publicguardian.qld.gov.au>, or you can buy one from a newsagency or some bookshops and stationers.

Before completing the form, first take time to carefully reflect on the decisions you have to make. Remember, you are putting in place a plan that will determine your future health care. Consider what is important to you, such as being able to communicate with loved ones, or receiving maximum pain relief. Would you be prepared to donate your organs or tissue? Discuss these matters with your family or close friends.

Part of the form needs to be completed by a doctor, so get them to explain your options and give you more information if you need it.

You will also need a witness, who is responsible for making sure that your signature is genuine, and that you understand the decisions you are making. Your witness must be over the age of 21 and be a Justice of the Peace, Commissioner for Declarations, lawyer or Notary Public. They cannot be:

- your attorney for personal matters
- your relative or a relative of your attorney
- a current health provider
- a current paid carer (this doesn't include a person on a carer's pension)
- a beneficiary under your will

When should I make an AHD?

The best time to make one is now, before anything happens. You can make an AHD if you are able to understand the nature and consequences of your health care decisions. But it's particularly important to have an AHD if you are about to go into hospital, or if you have a medical condition that could affect your ability to make decisions or cause serious complications.

What happens if I don't have an AHD?

Without an AHD, your statutory health attorney makes decisions for you. This is a person close to you, such as your spouse or a family member, or it could be the Public Guardian as a last resort if there is no one else suitable or available. You do not have to appoint someone to do this as they automatically act in this role when the need arises. Otherwise, if you have already appointed a personal attorney under an Enduring Power of Attorney, this person can make medical decisions on your behalf. For more information, please read the factsheets on Statutory Health Attorney and Enduring Power of Attorney.

Can I change my AHD?

Yes, you can make changes to your AHD at any time, provided you still have the decision-making capacity to do so. It's a good idea to review your directive every two years, or if your health changes significantly. You can also revoke your directive, which means you cancel your instructions. You need to make any changes in writing and have your signature witnessed.

What do I do with my completed AHD?

You don't need to lodge your AHD with any authorities. Keep the original document in a safe place and give a copy to your doctor, a family member or friend, and your attorney for personal matters if you have one. You might also want to carry a card stating that you have made an AHD and where it can be found.



www.eapu.com.au



Elder
Abuse
Prevention
Unit

What is Elder Abuse?

The World Health Organisation defines Elder Abuse as "a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person".

Under this definition Elder Abuse does not include criminal acts by a stranger or self-neglect.

The United Nations Principles for Older Persons includes principles of Independence, Participation, Care, Self-Fulfillment and Dignity.

If you are physically unsafe please call the police on 000.

Types of Abuse

- **Psychological Abuse**

Psychological abuse is the infliction of mental anguish, involving actions that cause fear of violence, isolation or deprivation, and feelings of shame, indignity and powerlessness.

- **Financial Abuse**

Financial abuse involves the illegal or improper use of someone else's finances or property. Examples of financial abuse can include not allowing someone access to their money or misusing an Enduring Power of Attorney.

- **Physical Abuse**

Physical abuse is the infliction of physical pain or injury or physical coercion. Examples include hitting, slapping, pushing or physically restraining.

- **Sexual Abuse**

Sexual abuse is sexually abusive or exploitative behavior. Examples include: rape, indecent touching, sexual harassment or inappropriate / unwelcomed comments.

- **Social Abuse**

Social abuse is preventing a person from having social contact with friends or family.

- **Neglect**

Neglect is the failure of a carer to provide the necessities of life to a person for whom they are caring. Neglect can be intentional or unintentional.

Service funded by:



Queensland
Government

**Call the Helpline on 1300 651 192 between
9am-5pm Monday to Friday.**

 **UnitingCare** Community

UnitingCare Community Values: Compassion | Respect | Justice | Working Together | Leading through Learning

UnitingCare Community Services: Lifeline | Child and Family Care | Counselling | Crisis Support | Disability Support | Social Inclusion



Australian Government
Aged Care Complaints Commissioner

Resolve.
Protect.
Improve.



Do you have a concern?

You can do something about it

If you have a concern about the care you or someone else is receiving, it is important that you talk about it.

We encourage you to raise your concern with your service provider first as you can get a fast and sustainable outcome.

Your local contact within this service is:

BROADSOUND COASTAL CARE

Attention: Operational Manager

10 Old Bruce Highway,
Carmila QLD 4739

Phone: 07 49502087

Email: ceo@bccda.net.au

If you can't resolve your concern with your service provider, you can contact the **Aged Care Complaints Commissioner**

- Anyone can lodge a concern
- It is free
- You can be anonymous or confidential
- Call us or go to our website for more information

**For aged care information
(My Aged Care)**

Phone: 1800 200 422

myagedcare.gov.au

Aged Care Complaints Commissioner

Phone 1800 550 552 Web agedcarecomplaints.gov.au

DRSABCD action plan

In an emergency call triple zero (000) for an ambulance



D DANGER

Ensure the area is safe for yourself, others and the patient.

R RESPONSE

Check for response—ask name—squeeze shoulders

No response

- Send for help.

Response

- make comfortable
- check for injuries
- monitor response.



S SEND for help

Call Triple Zero (000) for an ambulance or ask another person to make the call.

A AIRWAY

Open mouth—if foreign material is present:

- place in the recovery position
- clear airway with fingers.

Open airway by tilting head with chin lift.



B BREATHING

Check for breathing—look, listen and feel.

Not normal breathing

- Start CPR.

Normal breathing

- place in recovery position
- monitor breathing
- manage injuries
- treat for shock.



C CPR

Start CPR—30 chest compressions : 2 breaths

Continue CPR until help arrives or patient recovers.



D DEFIBRILLATION

Apply defibrillator if available and follow voice prompts.

© St John Ambulance Australia. St John encourages first aid training as this information is not a substitute for first aid training.

Learn First Aid | 1300 360 455 | www.stjohn.org.au

DO YOU KNOW YOUR CORRECT ADDRESS DETAILS?

Please write down your exact physical address or rural address if you have one and leave it beside your phone or in a prominent area, (in case you are in shock or someone else is calling 000). I can't stress enough how important correct address details are in an emergency, especially living in rural and remote areas.



What to do if you need to phone Emergency 000

Stay Calm! Don't Panic!

000 EMERGENCY PROCEDURES

To gain the necessary information from the call, the operator will ask the caller a number of questions:
Emergency, Police, Fire or Ambulance?

The operator will then connect you to the designated emergency service organisation using the following phrase:

**I am connecting you to Police/Fire/Ambulance.
What town are you calling from?
Which State are you calling from?**

You will need to tell the operator the Town and State from which you are calling. The operator will then connect you to the designated emergency service organisation using the following phrase:

I am connecting you to Police/Fire/Ambulance.

Once you are connected to the Police, Fire or Ambulance, they will ask a number of questions:

**What is the problem?
What is the address?
What is the nearest cross street or landmark?
What is the exact location of the incident?
Is any person trapped or injured?**

If you cannot hear the operator or did not understand what they have said to you ask them to repeat the question.



QUEENSLAND POLICE SERVICE

IF A CRIME IS HAPPENING NOW, CALL Triple Zero 000

IF NOT, THINK POLICE LINK 131 444

CRIME STOPPERS Anonymous Hotline 1800 333 000

