

# CareChoice Support Services Guide

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**CareChoice**  
*for confidence*

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# Welcome to CareChoice

We look forward to providing you a professional and responsive service tailored to your individual needs and preferences.

This Service Guide contains detailed information about CareChoice and our services. It also highlights your rights and responsibilities as a client, and how you can give us feedback so we can continually improve our services.

Our wide range of in-home and community supports include:

- ✓ Personal care
- ✓ Shopping and meal preparation
- ✓ Respite care
- ✓ Overnight and 24-hour support
- ✓ Community and social activity access
- ✓ Holiday support
- ✓ School Holiday Program
- ✓ Mobility support
- ✓ Transport and appointment assistance
- ✓ Academic support
- ✓ Home help
- ✓ Medication assistance
- ✓ Therapy support
- ✓ Palliative care
- ✓ Post-hospital care

We also offer a range of specialised support services:

- ✓ Complex care and behavioural support
- ✓ Support coordination
- ✓ Improved living arrangements

Our client engagement managers can work with you and your family to ensure your support plan is responsive, reliable and person-centered.

We are always available. You may need just two hours of care, or you may need care that is around-the-clock. Whatever it is, you are welcome to call on us.



Our dedicated care coordination team is available around-the-clock, every day of the year.

Call CareChoice on 1300 737 942 at any time.

# About us

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CareChoice is accredited by:

- ✔ National Disability Insurance Scheme (NDIS)
- ✔ Department of Health and Human Services (DHHS)
- ✔ Transport Accident Commission (TAC)

to provide experienced disability and youth services staff in the home or in residential and community care settings. You can depend on our reliability and flexibility to deliver a wide range of services to meet your daily or complex care needs. Every day of the year, CareChoice is here for you.

As an award-winning disability and youth services provider, you can trust our staff who will care for you. Our people are passionate about our work and take great pride in the level of care we provide.

Our staff will consider the full spectrum of your health and wellbeing needs, and respect your choices in how best to meet those needs.

## Our Vision

To be the most preferred provider of quality support staff to people in our community who need additional help.

## Our Mission

Providing compassionate, quality staff to help individuals achieve their goals and aspirations so they can live a more independent life.

## Our Values

Our values are flexibility, honesty, reliability, and responsiveness.

# Support Services

## Personal care

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Our friendly and experienced support workers can provide partial or full assistance to help you with personal activities such as showering, personal hygiene, dressing, grooming and toileting.



Your client engagement manager can help you work through your requirements and tailor a support plan that suits you.

## Shopping and meal preparation

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Our support workers can help you shop for groceries, a new outfit for a special occasion, a gift for a loved one, or personal items.

We can also help with food preparation so you can create meals that cater for your taste and budget. We can drive you to the shops, accompany you in the shops, or do the shopping for you. It's entirely up to you how much support you receive.

## Respite care

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We understand that primary carers often need a break. Our respite services are available 24-hours a day, all year round. You can request them on an ad hoc basis, in an emergency, or on a regular basis.

Leaving loved ones in the care of others can be difficult and that's why we ensure our chosen support worker is the best possible match. That way carers can feel confident and comfortable their loved one is safe and professionally supported.



# Overnight and 24-hour support

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## Inactive overnight care

Overnight support (12 hours) is available to help you for a few hours before bed and again the following morning. Please note, the inactive (sleep) part of this shift must be 8 hours in accordance with regulations.

## Active overnight support

Active overnight support provides more ongoing and active assistance during the night. The support worker remains awake and is available throughout the night.

## 24-hour support

This tailored care can include personal care, domestic help, medication assistance, safety supervision and community engagement. The 24-hour support can meet low, medium or high-care needs and is often used when a primary carer is not available. Other scenarios could include, but are not limited to:

- going on a holiday
- an overnight stay to facilitate early morning specialist or medical appointments
- gaining greater independence through participation in a wider range of daily activities.

# Community and social activities

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With one of our caring staff by your side, it is possible to get out and about to:

- participate in classes or sporting activities
- go on shopping trips
- attend events, entertainment or spiritual celebrations
- make and keep appointments
- catch up with friends and family.

Whatever your plans, we can help you make them happen.



## Holiday support

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Holidays can be so much more enjoyable with someone to accompany you. Our support workers regularly help clients travel locally, interstate and even overseas. They can assist with travel arrangements and provide individual support to you on your holiday.



## School Holiday Program

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The CareChoice School Holiday Program provides a variety of activities suitable for a wide range of children. Each holiday calendar is developed with a socially inclusive focus for children aged between 5 and 18 years of age. However, you are free to pick your own activity.

The program is completely flexible and activities in our calendar can be undertaken on any other day during the holidays. Our program is based on supplying one support worker to one child, so it is easily tailored to specific needs and is ideal for children who find participation in group settings difficult. Our coordinators can check if your funding will cover the cost of a support worker 1300 737 942.

Please note that you will need to pay for each activity but all the venues in our calendar accept companion card to cover the entry cost of the support worker.

## Mobility support

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We understand how important it is to maintain your independence and remain mobile. Our staff are trained to help with a wide range of mobility options such as:

### Transfer

- ceiling and mobile hoists
- slide sheets
- slide and pivot boards
- manual and electric wheelchairs.

### Mobilisation

- walking frames
- two and four-wheel walkers
- crutches
- walking stick
- transport and appointment support.

Our carers can also help you get to medical appointments or therapy sessions by travelling with you on public transport, in a taxi or by driving you in a car. We also provide travel support to help you gain confidence using public transport. Just ask us how we can assist you. Call 1300 737 942.

## Academic support

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CareChoice provides experienced, dedicated academic support workers who can help you remain focused on your studies. Our academic support staff members have experience helping our clients to:

- remain on campus without leaving for off-site support
- access facilities
- take notes
- participate in personal care.



## Home help

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Need some help around the house? We're here and eager to help with:

- washing, ironing and making beds
- general household cleaning
- wet are cleaning such as the bathroom, kitchen and laundries
- light spring cleaning
- home maintenance tasks
- gardening and gutter cleaning.

## Medication assistance

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Managing a range of medications can be complex. Our dedicated staff will ensure you get the right dose and adhere to your medication plan. We can also help you manage your prescriptions and help you get them filled. However, we cannot advise you on medication or make decisions on dosage.



We are always extra careful with medications so other points to note are:

- medication must be packaged by a pharmacist in a Webster/dosette pack
- medication such as inhalants, drops and creams will be managed in consultation with you
- you will be asked to complete a medication authority consent form.



## Therapy support

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CareChoice support workers can provide an extensive range of therapy-based support if you are undergoing rehabilitation or recovering from an illness. Our services include:

- hydrotherapy
- massage (instructed by a therapeutic team)
- assistance with range-of-movement activities
- assistance to and from appointments
- planned exercise programs.



## Post-Hospital care

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The transition home after time in hospital or rehabilitation can leave you feeling vulnerable. Whether it's during the day, overnight or 24-hour care, we can help you get you back on your feet again.

## Palliative care

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In the case of life-limiting illness, we can provide compassionate care and support within the home. Our experienced staff will work alongside you and the treating medical professionals to ensure quality care is provided in familiar surroundings among family and friends.

## Hours of service

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CareChoice provides support services 24 hours a day, 7 days a week.

Our office hours are 9.00 am to 5.30 pm Monday to Friday, excluding public holidays and our emergency coordination service is available outside of business hours.

Contact: 1300 737 942



# Specialised Support Services

## Complex supports

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When extra care is required, we have the experience to support very high physical and behavioural needs. Our staff have specialised training in complex needs and dual diagnosis. And our youth services staff are highly trained and experienced in providing trauma-informed support.

We manage complex programs and also work closely with a range of Specialist Disability Accommodation (SDA) organisations by providing 24-hour support for residents.

## Support coordination

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If you have an NDIS plan, we can help you build capacity and make the most out of that plan.

Within the NDIS support budget we can help you to:

- interpret the NDIS plan
- assess and choose providers
- negotiate services and pricing
- liaise with plan managers to establish claim categories
- coordinate and liaise with all the services involved in the NDIS plan.

## Improved living arrangements

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If you don't feel safe and comfortable in your home environment it will be hard to achieve your goals. We can help you find and keep accommodation that is right for you. Our services can also help you apply for a rental tenancy agreement or we can support you to meet the obligations in your tenancy agreement.



# Charter of Rights and Responsibilities

## Client rights

### What rights do I have as a client of CareChoice?

You have the right to:

- quality services and support
- be in a safe environment free from abuse or neglect
- make decisions about the nature of assistance provided to you
- participate in any decisions that may affect you
- be treated with dignity, respect and consideration of your individual needs
- be provided with information about the nature, level and costs of services provided
- receive and give notice regarding any change to the services that you receive
- refuse or request a change in support worker
- complain if you are not happy about any aspect of services
- your health information management complying with the Health Records Act.

## Client responsibilities

### What responsibilities do I have as a client of CareChoice?

You have the responsibility to:

- let CareChoice staff know if there is anything extra you require from the service
- accept responsibility for the decisions you make regarding your support
- treat staff fairly and with respect
- provide a smoke-free environment for staff
- pay your account within the specified time-frame, if you are self-funding services
- provide a safe and hazard-free work environment
- ensure CareChoice staff are not required to undertake any duty that would place their physical or mental wellbeing in jeopardy
- ensure staff are free from exposure to sexual harassment, discrimination, or other offensive conduct on the basis of sex, age, race or religion.



## Child safety

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CareChoice has a zero-tolerance policy regarding abuse or neglect towards any vulnerable person, child or young person. We are committed to the safety and wellbeing of all people. This commitment includes providing a safe environment where vulnerable people, children and young people are safe, feel safe, and are able to be heard - especially in instances where decisions may affect their lives.

Every CareChoice staff member is responsible for understanding the important role they have, individually and collectively, when it comes to ensuring the wellbeing and safety of our clients.



## Child safety principles

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In the planning and provision of support CareChoice will:

- ✓ take a preventative and proactive approach to child safety;
- ✓ value and empower children to participate in decisions which affect their supports;
- ✓ foster a culture of openness that enables everyone to safely disclose any risk of harm to children;
- ✓ respect diversity in cultures and child rearing practices while keeping child safety paramount;  
provide written guidance on appropriate conduct and behaviour towards children;
- ✓ only engage the most suitable people to work with children and provide high quality staff supervision and professional development;
- ✓ ensure children know who to talk with if they are worried or are feeling unsafe, and ensure they are comfortable and encouraged to raise such issues;
- ✓ report suspected abuse, neglect or mistreatment promptly;
- ✓ share information appropriately and lawfully with other organisations where the safety and wellbeing of children is at risk; and
- ✓ value the input of, and communicate regularly with, families and carers.

# Advocacy

There may be times when you or a family member may not wish to give us direct feedback or may not have the capacity or ability to:  
make informed decisions about your support  
provide feedback about your care.

Australia's National Disability Advocacy Program provides people with disability access to effective disability advocacy in such cases. Advocacy includes speaking, acting or writing on behalf of the interests of a disadvantaged person or group to promote, protect and defend their welfare and justice by:

- acting in a partisan manner
- being primarily concerned with their fundamental needs
- remaining loyal and accountable to them in a way which is empathic and vigorous
- ensuring duty of care at all times.

All CareChoice clients have the right to contact us for further information about the role of advocates and one of our staff will be happy to help you or a family member access appropriate advocacy representatives or translation services.

## The following advocacy organisations focus on the best interests of clients:

### Office of the Public Advocate

Level 1 / 204 Lygon Street  
Carlton Vic 3053  
p: 1300 309 337 TTY: 9603 9529  
f: 1300 787 510  
e: publicadvocate@justice.vic.gov.au

### Disability Advocacy Resource Unit

Level 8 / 128 Exhibition Street  
Melbourne Vic 3000  
p: 9639 5807  
e: admin@daru.org.au

### Disability Justice Advocacy Inc.

Unit 2 / 28A Albert Street  
Preston Vic 3072  
p: 9474 0077 or 1800 808 126  
e: info@justadvocacy.com

### Elder Rights Advocacy

Level 2 / 85 Queen Street  
Melbourne Vic 3000  
p: 9602 3066 or 1800 700 600  
f: 9602 3102  
e: era@era.asn.au

### Commission for Children and Young People

Level 18 / 570 Bourke Street  
Melbourne Vic 3000  
p: 1300 78 29 78  
f: 8601 5877  
e: childsafe@ccyp.vic.gov.au



# Privacy and Confidentiality

**Why do you collect my information?**


The information we collect is essential for supporting your needs and providing you with the best possible care. We also use your information to continually improve the services we deliver to you.

**What information do you collect about me?**

We keep a client file that contains your name, contact details and other information such as your support plan that outlines your health and care needs. If required, your support worker may write progress notes after each shift with you.

**Do I have to tell you everything about my health?**


CareChoice relies on the information you provide so we can fulfil our duty of care and develop a responsive care plan tailored to your needs. It is your right to not disclose personal information to us as long as it does not expose you, or our staff, to any risks.



**How will my  
information  
be protected?**


CareChoice is committed to protecting your privacy and all personal information is securely stored and treated with the strictest confidence.

We abide by the Australian Privacy Principles (APPs) and Information Privacy Principles (IPPS), The Privacy Act and The Health Records Act 2001 (the Act).



**Who else can  
access my  
information?**

Your information is only available to CareChoice personnel who are involved in your support. We require your written consent to exchange any of your information with a third party. CareChoice is only permitted to disclosure information without your consent if there is a serious risk to you or another person's health or safety.



**Can I  
access my  
information?**

You have the right to request access to your personal information and ask for it to be amended if necessary.



## Feedback and complaints

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CareChoice is committed to providing you with the very best quality support. We encourage and appreciate feedback about our services so we hear about what we are doing right., as well as hear about any opportunities for improvement. All feedback is completely confidential.

If you are looking to register a complaint, CareChoice has a formal complaint management process in place to ensure your feedback is heard and dealt with promptly and fairly. If you are not satisfied with any aspect of our service delivery, please let us know immediately.

## What can I do if I am not satisfied with the service I am receiving?

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We encourage you to take the following steps:

1. Inform your CareChoice coordinator that you are not satisfied with the service you are receiving. Your coordinator will make every effort to find a satisfactory resolution to your complaint.
2. If you feel that your coordinator was unable to resolve your issue please contact our customer experience manager who will respond to you quickly and let you know the outcome.

To register a complaint call us on 1300 737 942 or email our customer experience manager at e: [complaints@carechoice.net.au](mailto:complaints@carechoice.net.au)

You also have the right to make an external complaint at any time by contacting the office of the Disability Services Commissioner  
Level 30 / 570 Bourke Street  
Melbourne Vic 3000  
p: 1800 677 342 TTY: 1300 726 563  
f: 8608 5765  
e: [complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au)



# Occupational Health and Safety

We are committed to ensuring that all work is carried out safely and that any risk is minimised to protect the health, safety and welfare of our clients and staff. Prior to delivering services in your home we may conduct an Occupational Health and Safety Assessment of your premises to ensure our employees can care for you safely.

Although our support workers are responsible for taking all reasonable measures to prevent an accident or injury in the workplace, it is also your responsibility to eliminate potential risks that may adversely affect our staff.

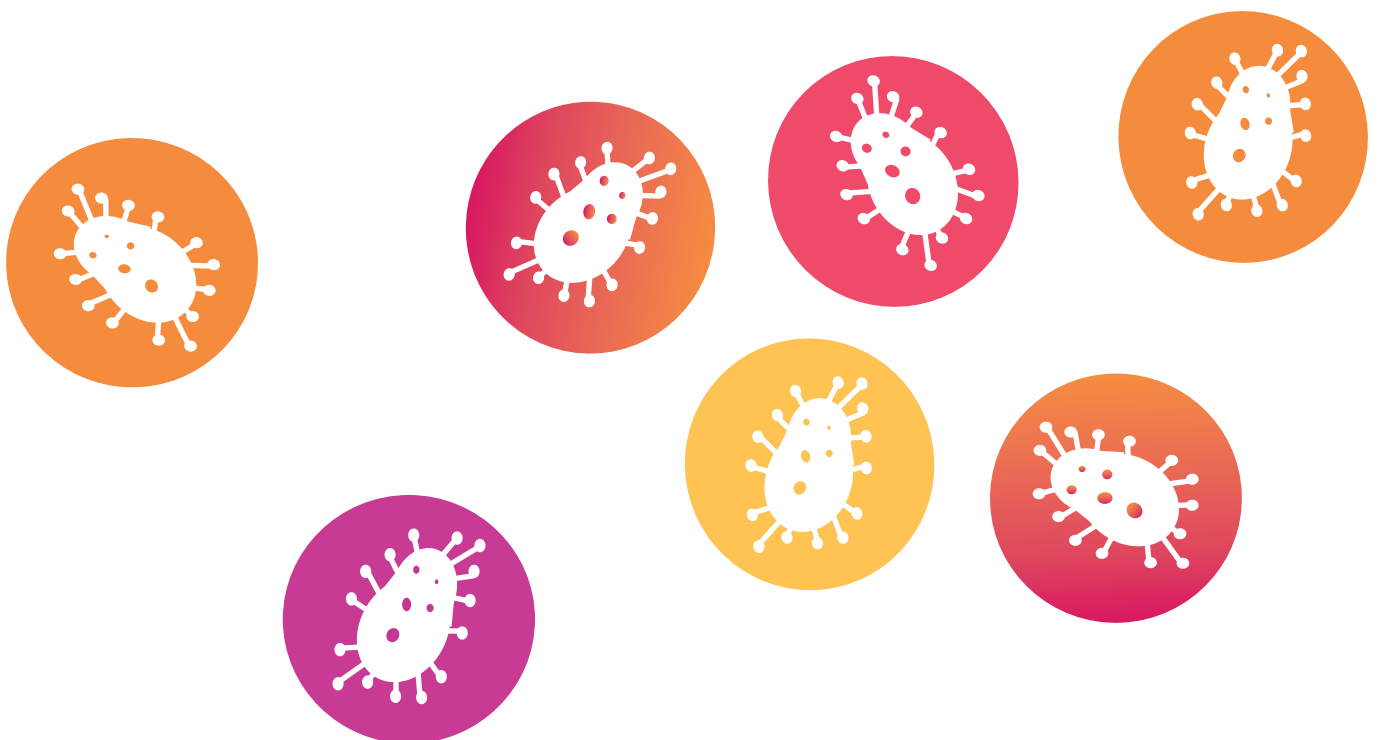
## Incident reports

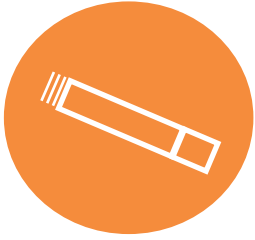
Incidents and unexpected situations or events can have the potential to harm you or our employees. If an incident occurs while one of our staff is with you, please ensure you or the support worker reports it to our office immediately by phoning 1300 737 942.

## Infectious diseases

Infectious diseases include viral, bacterial or fungal infections that can be passed from person to person. Please let us know as soon as possible about any infectious disease that you, or anyone living in your home, may have contracted. Your disclosure will remain completely confidential.

Similarly, our support workers will protect your health by not coming to work with you if they have any kind of infection.





## Smoking

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We recognise your rights in your own home, but our support workers also have a right to a hazard-free work environment. It is our expectation that neither our employees or clients smoke when together in a home, car or other service delivery location.

## No lift policy

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We have adopted the Australian Nursing Federation's 'No Lift Policy' for our staff. This policy promotes the use of mechanical lifting aids and other equipment when staff provide mobility and transfer assistance. We also ask that staff do not push, pull or lift heavy objects such as furniture. This policy reduces the risk of injury to our workers.



## Abuse and neglect

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If our staff become aware of the abuse or neglect of a client in their care, they are required to report their concerns to DHHS and the police. While the precise circumstances of each situation will differ, the support worker must make a professional judgement, with the best interests of the client in mind.

From this foundation, CareChoice can ensure that every person in our care, no matter what their level of dependence, will receive the highest level of quality support.

# Key Procedures



## Cars and travel

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Your support worker may transport you in your vehicle or their own. Travel in a worker's personal vehicle will be charged per kilometre of travel and we will need acceptance of this arrangement from you or your funding body beforehand. If the travel is in your car we recommend you confirm you have adequate vehicle insurance in case of an accident.

## Gifts

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We understand you might want to show your appreciation to your support worker, but our policy is that employees cannot accept gifts or money from clients. If you want to recognise someone for a great job, please let your coordinator or client engagement manager know. Your positive feedback will be passed on so the support worker can be placed in our Employee of the Month program.

## Damage or breakages

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If you have fragile or precious items at home we recommend you put them in a safe place where they are unlikely to be damaged during service delivery.

While we take the utmost care, we cannot be held liable for items accidentally damaged while providing support services.



# Conditions of Service

## Cancellation or alteration to service times

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If you are not going to be at home when a support worker is scheduled to arrive we require a minimum of three business hours' notice to cancel the shift. Except in the case of an emergency, failure to provide the required notice will result in the scheduled services being charged.

## Payments of accounts

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If you are self-funding your services we will require payment in advance. Your account can be paid by direct deposit, direct debit, credit card or cheque. If your services are funded through an organisation or agency, payment terms are strictly 14 days

**For account queries please contact our accounts department for clarification 1300 737 942**

## Direct employment of CareChoice staff

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Please do not offer to directly employ your support worker on a temporary, part-time or casual basis. If such an arrangement is made within 12 months of the last service with CareChoice, a negotiated placement fee will be payable.



## Shift confirmation

---

Your support worker will ask you or your representative to authorise each shift. Workers log their hours worked on their smart phone, tablet or laptop computer. You will need to check the details and sign (or otherwise confirm) on the screen of the device. Should technology fail, your support worker may revert to a manual timesheet for approval.

## For further information

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To receive a professional and responsive service to suit your individual care needs and preferences, contact us for a free consultation

CareChoice p: 1300 737 942  
e: [enquiries@carechoice.net.au](mailto:enquiries@carechoice.net.au)  
[carechoice.net.au](http://carechoice.net.au)

 [facebook.com/carechoiceaus](https://facebook.com/carechoiceaus)

 [company/carechoice](https://company/carechoice)

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e: [enquiries@carechoice.net.au](mailto:enquiries@carechoice.net.au)  
[carechoice.net.au](http://carechoice.net.au)

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 [company/carechoice](https://company/carechoice)

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



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