



**Community
Based
Support**

Quality, Independence, Lifestyle



Consumer Handbook

November 2014



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Important Contact Numbers

CBS:	6208 6600
(See back page for full contact details)	
Advocacy Tasmania (also TTY):	1800 005 131
(Aged care, disability and general advocacy)	or 6224 2240
Anti Discrimination Commission Tasmania:	6233 4841
Commonwealth Respite & Carelink Centre:	1800 052 222
Guardianship and Administration Board:	1300 799 625
Aged Care Complaints Investigation Scheme:	1800 550 552
National Disability Abuse and Neglect Hotline:	1800 880 052
Speak Out (Advocacy):	6231 2344
Translating and Interpreting Service (TIS):	131 450

INTRODUCTION TO CBS

A not-for-profit organisation, CBS has been a valued member of the Tasmanian community for over 25 years. We are trusted by governments and hospitals to ensure older people, people with disabilities, people with mental illness and their carers get the support they need.

CBS is a trusted provider of quality community care services, responding to peoples' needs. We also provide assistance to plan care services and to access government and other programs as well as access to the latest aged care technology to make life easier and more enjoyable. Our qualified and experienced staff provide support that is client-focused and professional.

Clients and their families make informed decisions, enjoy independence and have the confidence that comes from knowing there's always someone dependable to lend a hand.

This handbook briefly outlines the role and philosophy of CBS, your rights and responsibilities as a user of our services and other relevant information.

If you need further information please contact us on 6208 6600.

Our Vision

An interdependent community where individuals are able to achieve their goals in life.

Our Mission

To be a recognised leader in maximising client independence through sustainable quality services.

CBS Values

Honesty, Fairness, Respect, Transparency, Acceptance of Diversity, Confidentiality.

Other guiding principles

- Foster creative approaches to assist clients and carers to be independent and improve their quality of life
- Be cooperative and consultative
- Be both proactive and responsive in striving to improve services
- Value, reward and empower people

MEMBERSHIP

Anyone can become a member of CBS. A membership fee is not charged to consumers. Members may be nominated for the Board of Directors and vote in Board elections and at General Meetings.

SERVICES

CBS offers a range of services to people of all ages. Consumers are welcomed to CBS with an information package upon commencement of regular services. This package has information about the services relevant to you and your needs and other important information you need to know as a consumer such as our Confidentiality and Privacy, Advocacy and Complaints policies.

WORKPLACE HEALTH AND SAFETY

CBS has a legal responsibility to ensure a healthy and safe working environment for staff. If a health and/or safety hazard is identified, there may need to be changes in the work environment or practice. CBS has a limited amount of equipment (for safety purposes) for short-term loan to assist while longer term arrangements are made.

WHO DOES WHAT?

Support workers and **contractors** undertake the day-to-day support work such as personal care, domestic assistance etc.

Host families are volunteers who provide planned respite in their own homes for younger people with a disability.

Coordinators undertake assessments and arrange individual consumer services.

Rostering Officers liaise with consumers and support personnel to organise support for consumers.

Corporate Support Staff deal with fees, wages, finances, IT and administration.

Managers are responsible for sections and programs.

The **Chief Executive Officer** is responsible for the overall management and direction of the organisation.

The **Board of Directors** represents the interests of members of CBS. It has nine members who meet at least ten times a year to set policies, strategic directions and review performance.

HOW IS SERVICE DELIVERED?

General

We help you plan the next stage in your life with confidence and support so you can enjoy the comfort of home with the support you need. CBS services are tailored to ensure your individual needs are met, by encouraging you to take an active part in planning your care (together with family/carers should you wish).

Our service to you begins with an assessment of your eligibility, priority and support needs. A coordinator will speak with you over the telephone or visit you at home. If you are eligible to receive regular services under the Home and Community Care (HACC) program, a coordinator will negotiate days and times for your in-home support, taking into account your needs and preferences and the availability of support staff. Slightly different arrangements apply to other governmentally funded programs.

At the first visit the support worker will complete a Workplace Health and Safety check. This is a requirement to ensure your home is safe for workers to provide the support you need. If there are issues of concern, CBS will work with you to resolve them.

When in-home support begins you will receive a Care Plan which includes details of the days and times of your service, the agreed tasks and the name of the service coordinator who completed the care plan with you.

Reviews

Coordinators conduct regular reviews of services in consultation with you to ensure we are meeting your changing care needs. With your prior consent, we may also need to talk to a family member or other service providers involved in your care. If a review finds any new or changing needs for support, we will then alter and update your Care Plan.

You are welcome to have a family member, friend or advocate present at reviews. We can also arrange interpreters if needed. If you disagree with the outcome of a review, we encourage you to contact the coordinator who conducted the review to discuss your concerns. If your concerns are still not resolved, we encourage you to lodge a complaint (refer to page 6 “How to provide feedback”).

How much does it cost?

Charging fees is a requirement of some Government grants and provides additional funds to increase service provision.

Fees may change from time to time dependent on both governmental and CBS policies (CBS aims to ensure the services it provides are both affordable and accessible). Full details are included in the information package. Changes to fees are infrequent and you will be advised, in writing, as they occur.

Emergencies affecting CBS capacity to deliver services

CBS has contingency plans for larger scale emergencies with relevant information included in the information packs. Each regular client also has a negotiated emergency plan.

Other information

Information regarding travel and transport costs, fee waivers and more detailed program information is also provided in the package, or at any time by telephone.

Can I purchase services?

The following services can be purchased:

- Personal care (showering, grooming dressing etc).
- Domestic assistance (cleaning, washing ironing etc).
- Spring Cleaning.
- Safety Monitoring Systems.
- Gardening.
- Group sessions incl. social activities.
- Social Support (Incl. Shopping).
- Holiday Packages.
- In Home Respite.
- Assessments.
- Case Management.
- 24 hour support.
- Overnight support.

Refer CBS for prices.

RIGHTS & RESPONSIBILITIES

CBS is committed to a partnership with you based on mutual respect, independence, informed choice and flexibility. While CBS has a responsibility to ensure your rights, you should also assume responsibility for your own choices regarding support.

You have a right to:

- personal independence and choice.
- quality support services delivered as negotiated with you.
- confidentiality, privacy and security in service provision.
- request to alter the service contract without loss of service (CBS cannot guarantee to meet every request immediately; reasonable time may be needed to make changes).
- adequate explanation of fees.
- refuse service and re-apply at any time without prejudice.
- access to all documents and records/files relating to your service provision (as per Freedom of Information Act 1991 and Personal Information Protection Act 2004).
- participate in any reviews of CBS performance.
- an active part in and to be consulted on decisions about care/ service delivery.
- relevant information about services, including details of services provided by other agencies and for that information to be presented in an understandable manner.
- register feedback or complain without fear of retribution.
- an accessible complaints process that is adequately explained.
- have an advocate or support person of your choice (except a CBS employee or Board Director) present for any contact with CBS as described under the Advocacy Policy. CBS welcomes and encourages this involvement.

Primary Carers also have the right to be treated with respect, and to have their knowledge about the person they care for considered and included in the service provision for that person, especially where it impacts on their role as a Carer, subject to Consumer consent.

You have a responsibility to:

inform Coordinators as soon as possible of changes in your support needs including:

- days/times.
- nature of support.
- address - permanent or temporary (e.g. hospitalisation or respite).
- cancellation of support.
- respect the rights and confidentiality of staff, contractors and other consumers.
- ensure that all contact with support personnel (other than during periods of support) occurs through a coordinator or rostering officer except where other arrangements have specifically been made in the contract of service.
- respect the right of support personnel to withdraw from your care should they wish.
- provide feedback about CBS services to allow us the opportunity to take corrective action if needed.
- adhere to Workplace Health and Safety requirements as agreed with coordinators.
- maintain equipment provided by CBS and report any faults to coordinators as soon as possible.

HOW TO PROVIDE FEEDBACK

We value your feedback about our services as it helps us to improve them. However, if you do not believe we responded adequately, you have a right to complain without fear of retribution.

CBS is committed to having complaints addressed confidentially and fairly whilst employing the principles of natural justice.

Feedback and complaints can be written or verbal, formal or informal and your confidentiality is maintained unless involving criminal or mandatory reportable matters.

During the complaint process (and at any other time), consumers are encouraged to have a formal or informal advocate support them. The advocate might be a friend, a family member, primary carer,

lawyer or representative from Advocacy Tasmania. Interpreters will be used if there is an identified need.

CBS prefers matters to be dealt with at the level closest to the source of the complaint. However, the Chief Executive Officer (CEO) is informed about every complaint and reports each to the Board (with information de-identified). The CEO is also available to receive complaints should that be the wish of the complainant.

For more information please refer to the Consumer Complaints Policy or Grievance Policy (for staff). These policies are available on request.

PRIVACY, CONFIDENTIALITY AND ACCESS TO PERSONAL INFORMATION

Information held by CBS

Consumer files contain information required for service delivery as well as that required by government funding bodies and legislation. This includes all relevant assessments, notes, rosters, fees and payments. CBS also maintains staff files, financial records and records covering meetings of the Board and Committees.

You have the right to access information pertaining to you, and to ensure any information held is accurate.

If you have any questions regarding your stored information please contact the Privacy Officer (CEO or Delegate).

Information will not be shared outside CBS without your verbal or written consent. Your Advocate or Legal Guardian may also give consent. You may withdraw consent at any time. For more detailed information please refer to our Confidentiality and Privacy Policy.

Confidentiality and Privacy

CBS is committed to providing an environment that aims to ensure confidentiality and privacy are preserved. All employees, volunteers and Board members, regardless of their paid status are required to sign a legally binding “Declaration of Secrecy”.

CBS adheres to the provisions of the Privacy Act 1991, the Personal Information Protection Act 2004 and other relevant legislation/ guidelines.

Information regarding staff and consumers is stored securely at all times and locked away when the office is unattended. Only appropriate staff members have access to consumer information and only on a 'need to know' basis.

ADVOCACY

An advocate's role is to support you to resolve a problem. An advocate is not a mediator between parties. The advocate may "stand beside" you to support, encourage and assist you to take action on your own behalf.

In other instances the advocate may take a more active role, representing or speaking on your behalf.

There are many reasons why you might require an advocate and any consumer might need an advocate at some time in their life.

CBS values and supports your rights to access advocacy services at any time, and will actively work with you to provide information on advocacy support services.

You have the right to use either a formal or informal advocate. A formal advocate may be another service provider, for example Advocacy Tasmania. An informal advocate may be a primary carer, family member or friend/neighbour.



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