

ETHNIC COMMUNITY CARE LINKS INC (ECCLI)

1.0 VISION

ECCLI's vision is of a community which through its attitudes and practices, promotes and works within the principles of inclusion, compassion, care and respect for others and equal access to all people, regardless of background, culture or abilities.

2.0 MISSION

ECCLI is committed to enhance the quality of life of all complex needs frail aged, younger people with disabilities and their carers in North Queensland by supporting them in their own homes for as long as practicable in cooperation with family, community and all relevant services.

We understand complex needs clients to be:

1. Those people whose cultural/language barriers present significant difficulty in accessing mainstream services,
2. Any client who may require a high level of coordination of services to continue living at home.

3.0 TYPES OF FUNDING RECEIVED BY ECCLI

3.1 Home & Community Care (HACC) Program

The Home and Community Care program aims to assist frail older people, younger people with disabilities and their carers who need basic support services to continue to live in the community and prevent premature entry into a residential care facility.

3.2 National Respite for Carer's Program (NRCP)

The aim of the National Respite for Carer's Program is to contribute to the support and maintenance of caring relationships between carers and their dependent family members or friends by facilitating access to information, respite care and other support appropriate to their individual needs and circumstances and those of the people for whom they care.

3.3 Community Aged Care Package (CACP) Program

A care option that provides an alternative to residential care for frail older people with a high and/or multiple services needs. An affordable, specified maximum fee for a given period, irrespective of actual amount of services used, is negotiated between the client and the case manager. Types of services provided in a package are similar to the ones described on this list. ACAT approval required.

4.0 SERVICES AVAILABLE THROUGH ECCLI

4.1 Domestic Assistance:

- Housekeeping : Basic house cleaning, dish washing, changing bed linen
- Linen/Laundry: Washing and ironing of clothes at the client's home or outside the home, e.g. at the laundrette.
- Preparation of meals. Meals can also be prepared in the client's home. There is provision for special diets and culture specific meals.

- Shopping and paying bills for client
- May include spring cleaning, heavy duty or thorough cleaning of windows, walls, ceiling fans, steam cleaning of carpets, etc. as a one off service arranged by a case manager through a cleaning contractor and subject to available funds.

4.2 Personal Care:

Provided by appropriately trained staff. Assistance with daily self care tasks such as bathing, toileting, dressing, feeding, grooming, getting in and out of bed and generally moving about the house. Assisting a person with medication and coping with continence problems.

4.3 Social Support Services:

Social support can be provided in the home of the client or out in the community. The support is provided to them as an individual to help them participate in society. Services include friendly visiting, assisting with telephone calls, writing letters or shopping, bill paying and banking (when the person is accompanied by a support worker). It also includes attending appointments with or without language assistance/interpreting from a support worker. Social support outside the home includes accompanying the client to culturally specific, religious or other activities.

Group Activities: ECCLI functions, outings and activities conducted by our staff on a regular basis.

4.4 Home Maintenance : The following services are available through a contractor:-

- Lawn mowing,
- Gardening (mowing, whipper snipping, edging and removal of grass clippings)
- Garden maintenance (pruning, weeding, tree lopping, etc)

4.5 Transport Services: Transport assistance is provided so that the client may get out of the house to do chores, attend activities and participate in the community. Direct provision of transport assistance to clients by ECCLI is through support workers or ECCLI's Taxi Subsidy Scheme for approved eligible clients. ECCLI also arranges transport assistance from other service providers.

4.6 Respite Care is a service for carers designed to provide carers with a break (respite) from their caring duties. A carer is a relative and/or friend caring at home for a person/s that is unable to care for themselves because of disability or frailty. ECCLI receives funding to provide respite through the National Respite for Carer's Program (NRCP). NRCP respite support can be provided through one or more of the following:-

4.6.1 Direct Respite – provides the Carer with alternative care for the person they care for. This can be in Carer's home, Client's or other family member's home, Overnight Respite Accommodation, Group Home, Centre Based Day Respite or Residential Respite.

4.6.2 Indirect Respite – provides assistance to the Carer that relieves them of tasks other than caring. This can be in the form of :-

- Domestic Assistance
- Shopping, Paying Bills
- Transport
- Personal Care
- Social Support
- Language Facilitation

and can also include other purchased services (brokered services)

4.6.3 Emergency Respite

This refers to the supply of any support or service provided in a situation which would be considered an emergency – usually any service or support which is not planned or part of the usual care plan and is aiding the Carer

4.6.4 Community Access

Refers to one on one recreational social support activity to relieve the Carer or the getting together two or more Carees for social activities outside the home.

4.7 Provision of Goods and Equipment : Provision of Goods and Equipment refers to the loan or purchase of goods and equipment to assist eligible clients. These items will help the person's mobility, communication, reading, personal care or health care.

4.8 Other Services Provided By ECCLI Case Managers

- Access to T.I.S. Interpreting Service
- Case Management including needs identification and care planning
- Counselling, Support, Information and Advocacy
- Referral to Other Community Services and Programs (see Section 5)

5.0 OTHER COMMUNITY SERVICES AND PROGRAMS

Referrals can be made to other agencies to enable you to be better supported. These agencies provide services such as:

- **Commonwealth Respite and Carelink Centre Program**
The Commonwealth Respite and Carelink Centre is a single point of contact for anyone that requires information on community services, health, aged care, disability and up to date information on eligibility criteria and assessment processes. The Commonwealth Respite and Carelink Centre also assists in providing short term, planned and emergency respite. Negotiated and coordinated by Case Managers.
- **Home Care Dementia Services (HCDS) Program**
Provides home based respite assistance to support the carers of people with dementia. Eligibility criteria needs to be met. The program also assists carers through the Outreach Counselling Service.
- **Food Services:** Meals prepared for the client outside their home and delivered, such as Meals on Wheels. The service may include assistance with food storage/processing and/or advice on nutrition.
- **Personal Alarms**
- **Transport:** Community Care Transport, Qld Transport Taxi Subsidy Scheme, North Qld Transport
- **Home Assist/Home Secure Program:** Handyman services and repairs including minor carpentry, painting, replacing tap washers, changing light bulbs and security within the home.
- **Home Modifications** – Advice, referral, provision and/or organisation of assistance for home modifications or renovations including ramps, bathroom modifications, grab rails, hand rails, flexible shower heads and elbow type

taps available through the Townsville City Council Home Modification Program-

- **Community Care Nursing:** Wound dressing, medication monitoring, personal care
- **Therapy Services:** Physiotherapy, Occupational Therapy, Speech Pathology, Hydrotherapy, Day Therapy Centre, Podiatry, Nutritionist, Dietitian
- **Aids and Equipment:** Medical Aids Subsidy Scheme, Spectacle Supply Scheme, Continence Aids Assistance Scheme (CAAS), sale and hire of equipment.
- **Hearing Services:** Commonwealth Hearing Service
- **Respite:** Centre Based Day Respite, Residential Respite, Respite for Working Carers

6.0 ARE YOU ELIGIBLE FOR ECCLI ASSISTANCE?

To access ECCLI services you will need to pass an eligibility assessment for basic services which optimise functioning and self management or a comprehensive assessment by the Aged Care Assessment Team (ACAT) for a package of multiple support services to delay further functional decline.

Priority will be given to those who are most in need. This support will allow people to remain living at home for as long as practicable. See contact details in this book.

7.0 HOW DOES ECCLI WORK?

Once your referral has been received, a Case Manager from ECCLI will visit you at home to identify your needs using an "Ongoing Needs Identification (ONI)" screening tool. If the ONI has been completed by another agency such as Blue Care, Oz care, etc and forwarded to ECCLI, then the Case Manager will make sure that the information is still correct and that any changes in your needs and circumstances are taken into consideration. Other assessment tools performed by other agencies/professionals, will also be considered.

The Case Manager will talk to you and together with your Carer and/or family help to identify your current needs. They will provide you with information on a range of support services to allow you and your Carer and/or family to make the best decision regarding your care both at home and in the community.

If support is provided through ECCLI, a Case Manager will develop a care plan. This plan will determine the types of assistance required to promote independence to restore functioning as much as possible, the frequency of services as well as identify the rights and responsibilities of the client during the period of support. This care plan will be reviewed regularly to ensure that it is adequate for your changing needs and circumstances. Any changes to the care plan will be done in consultation with you, your Carer and/or family.

8.0 FEES

ECCLI has a Fees Policy. People accessing ECCLI services will be asked to contribute towards their care in accordance with funding guidelines by way of an affordable fee. Case Managers will provide information about fees and charges and negotiate these with you when your care plan is completed. (fees for the packaged services - CACP's and EACH are in accordance to the Australian Government Program Guidelines) These contributions together with the State and Federal Government funding enable ECCLI to provide services to more people from CALD background within its region.

If at any time you are having difficulty paying the fees and charges, please contact the Case Manager who, in accordance to definition of financial hardship, will review your situation.

9.0 HEALTH AND SAFETY

As an employer, ECCLI has an obligation under the Workplace Health and Safety (WHS) Act. We are required to maintain a balance between your safety and comfort at home and the health and safety of our workers. Clients or primary carers have a responsibility to help agencies like ECCLI to provide a safe environment for workers.

All relevant ECCLI staff and volunteers understand their obligations under the WHS Act and comply with police checks or blue card requirements.

10.0 CLIENT'S RIGHTS AND RESPONSIBILITIES

ECCLI is committed to working in partnership with the client and/or primary carer to develop timely and appropriate interventions or care. We recognise there is a mutual obligation between ECCLI and the client/carer. As such, we expect your collaboration to attain the care plan. Because we want to adhere to quality standards and provide the best possible services, we have developed the following guidelines.

10.1 Client's Rights include:

1. confidentiality and privacy.
2. the option to view/correct your relevant confidential records.
3. the right to make a complaint about services or privacy infringements without fear of losing the care or being disadvantaged in any other way and access to adequate independent support in pursuit of such grievances.
4. the choice of an advocate to tell us what you want or assist you in your decision making including the handling of complaints
5. access to mediation to resolve conflict if required.
6. assistance responsive to the diverse social, religious, cultural and physical experiences of clients
7. support which results in the least restrictions of your independence and opportunities.

8. information about ECCLI and other support service options
9. assistance in choosing appropriate services
10. personal input to the care plan/services you receive.
11. information on all details regarding your service (fees, service standards).
12. provision of a service/care plan.
13. the ability to alter existing services as your needs change.
14. recognition of the role of carers and their need for support
15. non-discriminatory behaviour
16. dignified, courteous, honest and respectful behaviour
17. pleasant, reliable and punctual service
18. safe and careful service.
19. inquiries answered promptly
20. refusal of a service without prejudice and assistance to re-access if required

10.2 Client's Responsibilities

We see our clients as partners in a caring relationship. When you use our services, we expect you to :

1. treat our staff with dignity and respect to enable them to work in an environment free of abusive behaviour. (See section on Abusive Behaviour.)
2. maintain safe working conditions for our staff and support workers.
3. care for your own health and well being as far as you are capable.
4. unless impeded to do so, accept responsibility for your behaviour and decisions you make
5. play your part in helping us to provide you with the assistance specified in your care plan.
6. understand that services are prioritised according to need and that the availability of staff and funding at any given time may dictate what and when services are delivered.
7. discuss with us the reasons for any changes you may wish to introduce to the services you are receiving.
8. let staff know when you are going away and when you plan to be back.

11.0 CESSATION OF SERVICES

Clients will be notified in writing if his/her services are to be ceased. Termination of ECCLI assistance may be due to :

1. Client no longer requiring the service. (Improvement, admission to residential care, etc).
2. Change of circumstances leading to ineligibility for services.

3. Client failure to observe the Client Responsibilities.
4. ECCLI unable to meet the client needs.
5. ECCLI unable to meet client's high level of care needs within available resources.

12.0 GRIEVANCE MECHANISMS/COMPLAINTS PROCEDURES

Service Complaints – Internal and External

12.1 Internal

As part of our ongoing monitoring, Case Managers will contact you personally or by phone to ask about your satisfaction or dissatisfaction in relation to the provision of services. However, you may initiate the complaint/grievance procedure at any time. You will be encouraged to express your views if services should be maintained, improved or changed. Your opinions/suggestions/informal complaints will be recorded in a complaint log sheet stating your comments and action will be taken to positively resolve any informal complaints within a fortnight of receiving them.

If you are dissatisfied with the outcome of your informal complaint, you will be encouraged to initiate a formal complaint and nominate an advocate if you wish and refer the case to the ECCLI Manager, P O Box 949, Aitkenvale 4814, Ph: 07- 4725 1822.

The Manager will set up a panel to reconsider the decision. This panel is composed of two ECCLI Committee members and the ECCLI Manager. A response to your grievance will be sent within a fortnight.

12.2 External

If the avenue for internal resolution of conflict does not produce the desired results, the matter will be referred to independent appropriate complaint units, advocacy support groups and funding bodies established for that purpose.

A list of these units and contact numbers are included here.

Queensland Aged & Disability Advocacy Inc :	Toll Free:	1800 818 338
	Phone:	4723 4734
Aged Care Complaints Investigation Scheme :	Toll Free:	1800 550 552
Qld Health Quality and Complaints Commission:	Toll Free:	1800 077 308
	Phone:	3120 5999
Dept of Health and Ageing, Townsville :	Phone:	4727 2292
Independent Advocacy Townsville :	Phone:	4725 2505
Aged Care Information Line :	Toll Free :	1800 500 853

13.0 CONFIDENTIALITY AND PRIVACY POLICY

Confidentiality means privacy. We are in a privileged position as providers of care to you. Any information we gain access to is considered confidential and managed in accordance to current legislative requirements. All ECCLI staff attending to your needs are trained and aware of the importance of confidentiality.

The Federal Privacy Act 1988 requires ECCLI to provide you with information about our management of Personal Information, which under the Act is described as 'Sensitive Information'

ECCLI needs to be open and tell you:-

- Why The Information Is Being Collected
- How It Will Be Used
- To Whom It Will Be Given
- How To Access It

This information which we collect only with your consent is related to health, lifestyle and the care you may need. All personal information will be secured and stored to protect client confidentiality. Where relevant, the consent of the advocate/legal guardian shall be sought.

13.1 Applicable Legislation Requiring ECCLI To Collect Your Health Information

We are required by Aged Care Act 1997 and Home & Community Care Act 1985 to collect information from you.

13.2 Personal Information Collected

Any Personal Information about you is collected, used and managed in accordance with our Privacy Statement. We may collect or require the following information about you

- Information provided to the Aged Care Assessment Teams
- Information about your financial status / pension benefits
- Information concerning appointment and contact details of legal guardians, attorneys or alternative decision makers
- Details of marital status
- Who is your immediate carer, family doctor, pharmacist
- Family contact details
- Health benefits/health insurance
- Medical assessments from your doctor, other health care providers
- Health progress notes / reports from health care providers
- Information concerning religion, culture, preferred language
- Records of your abilities/hobbies/social profile
- Progress notes from case managers
- A Care Plan recording your ongoing care needs and services provided
- Records on dates of commencement, discharge and cessation of services.

13.3 Purpose of The Collection of Information

ECCLI may collect/require Personal Information about you :-

- To comply with the provisions of the Aged Care Act 1997 – Home & Community Care Act 1985
- To determine your eligibility to entitlements, services and Programs
- To monitor how you are coping with your activities of daily living and assist you if required
- To provide you with appropriate ongoing care
- To enable us to contact any nominated person to lawfully inform them of your health status
- To determine the level of assistance you are entitled to and to negotiate your fee for services or the waiving of those fees
- To lawfully liaise with your nominated representative and / or contact family if requested.

If you, your advocate/legal guardian, agree to provide ECCLI with the requested personal information, you do so in accordance with this Privacy Policy Procedures and give consent to us to use this information as described in this policy. Individuals can request access to it by contacting the ECCLI Manager.

All these records are vital for us to provide services that suit your needs and respect your preferences.

13.4 Access to Personal Information

You can access the Personal Information we hold about you in accordance with ECCLI policy Access to Personal Information.

13.5 Disclosure of Personal Information

The organisations or types of organisations to whom we may disclose with your consent or where appropriate the consent of the advocate/legal guardian, your Personal Information are:

- Queensland Health Providers
- Advocacy Services
- General Practitioners/Medical Specialists
- Domiciliary Nursing Services
- Family Members
- The Ambulance
- HACC MDS National Data Reporting
- Other Services and Programs Required By You

You have the right to withdraw consent to release personal information at any time by contacting your Case Manager.

13.6 Consequences of Refusal to Provide Personal Information

If you, your advocate/legal guardian decide not to provide ECCLI with the requested Personal Information about you, we may not be able

- To comply with the provisions of our funding bodies

- To determine your entitlements and eligibility for services and programs that may assist you
- To set up affordable fee for services or waive those fees
- To contact relatives, legal guardians, attorneys and others when requested or needed.
- To provide you with care according to your needs and preferences.

14.0 PRIVACY GRIEVANCE PROCEDURE

1. An individual may make a complaint alleging a breach of an individual's Privacy or a refusal by us to provide access to Personal Information
2. The Complaint may be made to us or the Privacy Commissioner.
3. Complaints to the Privacy Commissioner will, in most circumstances, be referred to us to enable us to attempt to first resolve the complaint.
4. Contact your local case manager for assistance or write directly to the manager of ECCLI.
5. When we receive a complaint we will acknowledge receipt to the individual (and, if the complaint has been referred by the Commission, to the Privacy Commissioner) within 7 days of receipt.
6. We will also ensure that we have sufficient detail to understand and investigate the complaint and if necessary we will ask the individual to provide further explanation or material.
7. Within 14 days of receiving material sufficient to understand and investigate the complaint we will inform the individual that we are investigating the complaint and will contact the individual again within 14 days.
8. During that time we will prepare an Investigation Report (the 'Report') which, due to the nature of the material, will be kept confidential and accessed only in accordance with our Privacy Policy and the Privacy Act 1988 (as amended).
9. Once the Report is prepared the individual will be invited to discuss the complaint with us with a view to resolution of the complaint.
10. The individual will have access to the contents of the Report in accordance with our Privacy policy and the Privacy Act 1988 (as amended).
11. If we are able to resolve the matter, the terms of the resolution will be recorded in writing, signed as agreed by us and the individual. and, if required , provided to the Privacy Commissioner.
12. If:
 - a. We, or the individual, decline to participate in a meeting or
 - b. Resolution as a whole or in part is not achieved at the meeting

Either we or the individual may propose a mediation of the dispute conducted by a mediator agreed between the parties or, in the event that there is no agreement, as nominated by the Privacy Commissioner.

13. If:
 - a. We, or the individual, decline to participate in a mediation or
 - b. Resolution as a whole or in part is not achieved at the mediation
 - c. The matter can then be referred to the Privacy Commissioner for assistance.

14. To assist the Privacy Commissioner we will provide:

- a. The Report provided we are satisfied that to do so will not breach our obligations under the Privacy Act 1988 (as amended) and
- b. Details of matters which remain in dispute and
- c. A further report detailing the steps taken to resolve the complaint prior to Privacy Commissioner's involvement.

15.0 ADVOCACY

1. Advocacy can play an important role in assisting clients/carers to pursue and seek resolutions to complaints or disputes.
2. It is the policy of ECCLI to ensure clients have access to an advocate of their choice to represent their interests at any time.
3. We recognise and accept that independent advocates can promote and defend the interest of disadvantaged parties with minimum conflict of interest to achieve the desired outcomes.
4. The role of advocates is not to mediate between clients and service providers or to arbitrate in a dispute but to speak and act on behalf of a client.

16.0 ABUSIVE BEHAVIOUR

Staff, workers, volunteers, clients and/or carers/guardians, are required to familiarise themselves with ECCLI policies regarding grievances and complaints.

16.1 ECCLI Philosophy In Relation to Abusive Behaviour

This organisation is committed to ensure all staff, workers and volunteers are able to work in a safe environment free from abusive behaviours and protected by the principles of natural justice.

All complaints regarding abusive behaviour will be sensitively handled, to ensure that confidentiality and the safety of the workplace is safeguarded. The scrutinising role for the compliance of the policy is vested in Senior Management and Management Committee.

Abusive behaviour including physical, emotional, psychological, verbal harassment, sexual abuse by staff, volunteers, clients and public is unacceptable and may constitute a case for dismissal or refusal of services.

16.2 What Constitutes Abusive Behaviour?

A member of staff, worker, volunteer and clients and/or carers/guardians is engaged in abusive behaviour if she/he:

- a. makes threats to hurt another person
- b. makes an unwelcome sexual advance
- c. makes an unwelcome request for sexual favours
- d. engages in other unwelcome conduct of a sexual nature
- e. physically abuses another person (hit, push, pull etc)
- f. incites hatred of another member of staff, worker, volunteer, client
- g. uses bullying tactics
- h. shouts, screams at another person
- i. postures in a threatening manner
- j. employs character assassination techniques to demean another
- k. uses scandal or rumour as a tactic to attack another person
- l. deliberately withholds information knowing it will cause stress to another person
- m. purposely excludes or ignores another person
- n. uses racist or offensive expressions sanctioned under the Queensland Human Rights and Equal Opportunity Commission charter

