



Aged & Disability Services Manual

Providing quality services to people in our Community that enhance wellbeing, independence and social inclusion.



Mildura Rural City Council

Important Contact Phone Numbers

Aged related Services & Information

Emergency Contact: 1

Name
Phone Number:

Emergency Contact: 2

Name
Phone Number:

Doctor:

Name
Phone Number:

Hospital:

Name.....
Phone Number:

Chemist:

Name
Phone Number:

Plumber:

Name
Phone Number:

Electrician:

Name
Phone Number:

Other:

Name
Phone Number:

My Aged Care

www.myagedcare.gov.au
1800 200 422.

Aged Care Quality and Safety Commission

www.agedcarequality.gov.au
1800 951 822

Rights Information and Advocacy Centre

riac.org.au
50 210 265

Services Australia –

Aged Care Specialist Officer

For more in-depth information about aged care services you can either:
talk to an Aged Care Specialist Officer located at Medicare
112-124 Deakin Avenue
Mildura VIC 3500
or contact My Aged Care through their website.

Translating and Interpreting service

131 450

Contents

Mission statement and Service details.....	4
Aged & Disability Services	4
Consumer Care Plans	5
Reviews	5
Safety in the home	5
Heatwave & Emergencies	6
Service Fees	6
Privacy and Confidentiality	6
Communication	7
What if I'm not home?	7
My Culture	7
Consumer/Staff Relationship	8
Accidental Damage	8
Can I give feedback?	8
Can services stop?	9
Personal Care	9
Respite/Flexible Respite	10
Home Care/Domestic Assistance	11
Property Maintenance/Home Maintenance	12
PAG/Social Support Group	14
Chemicals and Equipment	16
Charter of Aged Care Rights	20
Aged Care Quality Standards	21
Making a complaint - top tips	22

Mildura Rural City Council's mission is to become the most liveable people-friendly community in Australia.

Aged & Disability Services Contacts

Mildura Rural City Council Office

76 Deakin Avenue, Mildura

P (03) 5018 8234

F (03) 5021 1283

E ads-admin@mildura.vic.gov.au

Ouyen Service Centre

79 Oke Street, Ouyen

P (03) 5018 8600

F (03) 5092 1017

E ads-admin@mildura.vic.gov.au

Hours Of Operation

8am - 5pm Monday to Friday,
excluding Public Holidays

mildura.vic.gov.au

Service Delivery Times

Personal Care: Services are delivered Monday - Friday between 7am - 7pm

Flexible Respite Services are delivered provided between 8am – 5pm, Monday - Friday, excluding public holidays

Domestic Assistance: Services are provided Monday - Friday between 8am - 5pm, excluding public holidays.

Home Maintenance: Services are provided Monday - Friday between 8am - 5pm, excluding public holidays.

Social Support Group (PAG): Programs operate Monday - Friday at set times, excluding public holidays.

The office is closed throughout the Christmas and New Year period (24 December to 1 January) Minimal personal care service are provided throughout this time.

Aged & Disability Services provided by Mildura Rural City Council include:

- Personal Care
- Flexible Respite/Respite
- Domestic Assistance/Home Care
- Home Maintenance
- Social Support Group /PAG

Prior to services commencing, a Team leader will discuss your needs with you to establish an agreed care plan, which you will receive a copy of.

Care plans include the following information:

- Your goals
- Agreed tasks to be undertaken by yourself and the staff member
- Frequency and hours of service

At all times we endeavour to accommodate your choice of service delivery time and preferred staff, however due to demand for services and staff availability, this will not always be possible.

Workplace Violence Policy

Mildura Rural City Council has a Workplace Violence Policy which promotes a 'zero tolerance' approach to any form of aggression or violence towards Council staff.

Violent acts against Council staff will be reported to police and/or other appropriate authorities.

Care Plans

Council is focused on a wellness approach, which is embedded in service delivery practices. We will:

- Develop a care plan that is focused on a wellness approach in consultation with the consumer
- Work with individuals and their representatives, as they seek to maximise their independence and autonomy
- Build on the strengths, capacity and wishes of individuals, and encourage actions that promote self-sufficiency
- Embed a cultural shift from 'doing for' to 'doing with' across service delivery
- Be alert to changing circumstances and goals of the consumer and consult with the consumer to review the consumer's care plan
- Consult other health professionals where appropriate to review a consumer's needs

Service Reviews

Reviews of existing services will be carried out regularly, or as required, to determine continued eligibility and ensure services are appropriate and meeting your needs. If your health improves, your services may be altered to ensure that your independence is maximised.

If your living situation changes it is your responsibility to notify Aged & Disability Services immediately (i.e. a family member is staying with you, you move home etc). If your needs have changed, you have the right to request a reassessment to discuss amendments to your service requirements.

Safety in the Home

Aged & Disability Services is responsible for providing a safe working environment for all staff. Prior to and during an assessment, an Occupational Health & Safety (OH&S) check will be completed and your responsibilities will be discussed. If any issues are identified then these will need to be resolved prior to services commencing.

Although staff are encouraged to monitor home environments to ensure your safety and their own, sometimes hazards may not be easily identified. Please advise a staff member of any unsafe aspects of your home to assist in accident prevention. The Property Maintenance service may be able to assist you in making your home a safer environment.

In extreme situations where a safe working environment cannot be achieved, services may not be provided.

It is your responsibility to help us ensure a safe working environment and we request that you please:

- Refrain from smoking, consuming alcohol or using drugs during the service.
If you do please smoke outside away from staff
- Provide appropriate products and equipment to ensure staff are not at risk – as outlined in the approved chemicals list section of this document
- Ensure pets are restrained away from areas where staff are working during services
- Make sure heating/cooling systems are operating as appropriate during services
- Any actions identified in the OH&S check are completed prior to service commencing
- Ensure smoke alarms are installed and in working order (as required by Victorian legislation)
- Dispose of and store used sharps in appropriate containers.

Heatwave and Emergencies

Information relating to Heatwave and Emergency planning is discussed during the assessment process. It is strongly recommended you develop an emergency plan with help from your support networks, i.e. family, friends, neighbours etc, to ensure you are well prepared in the event of an emergency.

Please note: In extreme weather conditions, Aged & Disability Services reserves the right to alter or reschedule your service to ensure staff are not put at risk.

Service Fees

Guidelines acknowledge that most people value a service they contribute to; therefore contribution fees apply to all services. These are discussed and determined prior to commencement of services are based on income and individual circumstances.

Fees are reviewed and updated annually.

A monthly statement will be posted to you and can be paid by various methods such as:

- In person at: an MRCC Service Centre, or at an Australia Post Office
- By cheque or money order in the mail
- By telephone or online with your credit card using Australia Post Billpay

Privacy and Confidentiality

No personal information will be provided to anyone else outside the service without your permission, unless required by law, such as in a medical emergency.

- Aged & Disability Services keeps your information securely on file. This is a legal requirement as set out in the Privacy Act
- Information collected is used to best identify supports to meet your needs and assists in evaluating our services to ensure provision of quality care
- It is your right to decide not to share some of your information, although this may restrict our ability to provide the appropriate supports for you
- You can change your mind about how your information is shared
- You are able to request access to your information and/or ask for it to be corrected by contacting the Intake Office
- Your information will be treated as confidential and all staff are required to sign a Confidentiality Declaration prior to commence work.

Please note: Some statistical data is provided to the Department of Health and Human Services to ensure the continuation of Aged & Disability Services funding.

This information does not include your name, address or any information that would identify you, thereby ensuring confidentiality is maintained. This data is used for statistical purposes only and does not affect your entitlements or access to services.

*Please also refer to 'Your Information It's Private' brochure from Department of Human Services.

Communication

Please contact Aged & Disability Services if you:

- Are not going to be home for your service - i.e. if you have a medical appointment you need to attend. You must provide this notice in advance, to ensure that the funding is not wasted and the service can be provided to another community member who would value the service
- Need to cancel your service due to illness or if you have an infectious disease or changed health concern ie. chicken pox/shingles, influenza/cold or, or gastro. This will avoid staff becoming ill or passing on the illness to other vulnerable people
- Are starting a course of cytotoxic drug therapy – i.e. if your medical practitioner has advised that additional safety precautions need to be followed in order to minimise the risk to other people (Note: Cytotoxic drugs may be used to treat some cancers, rheumatoid arthritis, multiple sclerosis, autoimmune disorders etc)
- Need to suspend or put your service on hold – i.e. you are going away or into hospital
- Change your living arrangements – i.e. have visitors staying with you, another person moves in with you permanently, or you move to new accommodation

Please note: You **must be home** for your service. Due to high demand, rescheduling is not always possible. Therefore, please treat your service as you would any other important appointment.

Staff are not permitted to provide a service if you are not home or if you leave your home during the service; this applies even if some one else is in the home.

Our Community Support Workers are required to ask questions at the door, prior to every service you receive.

These questions are designed to ensure the safety of our Staff and include questions about the health of those in the home.

We appreciate your understanding and cooperation with this process

What if I am not going to be home

Please remove the last sentence - Please see handout on Information on how to cancel your service if you are not going to be home.

What if I'm not going to be home?

If a staff member arrives at your home and cannot locate you, an emergency procedure will be initiated to ensure you are safe.

This may include the staff member contacting the office to notify a Team Leader.

The Team Leader may then attempt to phone you at home. If unsuccessful they will call your emergency contacts to ascertain your whereabouts.

If still unable to locate you, the Team Leader may contact the Police to conduct a home visit and gain entry if necessary.

Staff will leave a 'calling card' explaining that your services will be suspended until you contact the office.

My Culture

Please advise a staff member if you have any cultural/religious beliefs, which are important for us to know. You have a right to services that recognise and respect your language and cultural needs. You are welcome to request an interpreter service to assist you to communicate with services at any time.

You have the right to be treated with courtesy and accepted as an individual, and to have your individual preferences respected.

Interpreter

Please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Mildura Rural City Council on (03) 5018 8100.

You can also request an interpreter when you visit Council Service Centres in person.

Consumer/Staff Relationship

Over time relationships with staff develop. However, care plan tasks still need to be completed during the service time.

Staff are not allowed to:

- Work in your home when you are not there
- Have keys to your home
- Smoke in your home
- Purchase alcohol or non-prescription drugs on your behalf
- Drink alcohol whilst in your home
- Visit you outside of service time
- Accept gifts from you (this includes money)
- Provide transport for you
- Give out private phone numbers to you. If you wish to leave a message for a staff member, please contact the Office
- Provide or request personal information regarding other consumers

We ask that you:

- Respect the rights, privacy and dignity of other consumers and staff
- Be accountable for the decisions that you make
- Be polite when communicating your needs over the phone

Accidental damage

Although staff take particular care while working in your home, occasional accidents or damage to your personal belongings or property may occur. It is important to understand that Aged & Disability Services do not assume any responsibility for replacement or repair costs.

Can I give feedback?

Aged & Disability Services encourages and values all consumer feedback, both positive and negative. You should feel confident that any feedback will be dealt with fairly, promptly, confidentially and without retribution. Your feedback is very important to us and assists us to ensure we are providing a high quality community service. An annual survey provides an additional opportunity to provide feedback on the quality of the services you receive. You have the right to complain, express your concerns or provide feedback about the service without the fear of losing the support.

To provide feedback you can contact Aged & Disability Services via phone, mail, email or in person by visiting our Deakin Avenue office. Alternatively, you can contact an advocacy service to assist you.

An advocate is someone who you can organise to speak on your behalf at any time. Some people you may consider to act as an advocate include:

- A friend
- A family member
- A neighbour
- A religious representative
- Representative from **Regional Information and Advocacy Council Inc:** (03) 5021 0265
- Representative from **Disability Services Commission:** (03) 5021 0265
- Representative from **Sunraysia Mallee Ethnic Communities Council:** (03) 5022 1006
- Representative from **Aged Care Complaints Commission:** 1800 550 552*

*1800 calls are free from fixed lines, however calls from mobiles may be charged.

Can services stop?

If you feel that you no longer require the service, or require a reduced level of care, please notify us as soon as possible as this enables us to assist others waiting for the service. If, after you cancel your service, you find that you are in need of assistance again, feel free to contact us for another assessment.

In some instances where the staff may be at risk, or services are no longer considered appropriate Aged & Disability Services retains the right to cancel your services. This would only be done after consultation with yourself.

Please note: some services are approved for short term assistance only, and these services will cease at the end of the allocated timeframe.

Personal Care

Personal Care services provide assistance with tasks you would normally do for yourself but because of illness, disability, or frailty you are unable to perform these tasks without the assistance of another person.

Personal Care may include:

- Assistance/supervision with bathing, showering or sponging
- Assistance with dressing and/or undressing
- Assistance with hair care, shaving and personal grooming
- Assistance with toileting
- Assistance with prescribed exercise or therapy programs (as approved and trained by an allied health professional)
- Fitting and use of splints, callipers and pressure stockings (supported and trained by an allied health professional)
- Assistance with hearing aids and communication devices
- Assistance with transfers where appropriate equipment such as a hoist/lifter is in place. Note: staff must first receive individual training in the use of equipment in each consumer's home, and 2 staff may be required for safety purposes
- Meal preparation and feeding

Personal Care does not include:

- Nursing duties – i.e. wound dressing, **medication management**, injections, application of prescribed creams/lotions etc.
- Lifting which poses a risk to both consumer and staff – i.e. must be independent with transfers or have suitable equipment in the home for staff to use
- Nail care – i.e. cutting toenails or fingernails
- Other tasks that may risk the safety of the consumer and/or staff member

Respite/Flexible Respite

If you are caring for a person who due to frailty or disability, cannot be left alone without supervision and assistance you may be able to receive Respite services, to provide you with a break from your caring role.

In-home Respite involves an appropriately qualified staff member attending your home to provide individualised support to the person you care for by engaging them in meaningful activities, whilst also ensuring their comfort and wellbeing. This break can enable you to engage in community, recreational and family activities such as shopping, attending appointments/support groups, and socialising.

Respite can be provided on a regular or occasional basis, depending on assessed need. All occasional booking requests need to be made as far in advance as possible to ensure service availability. Emergency situations will be taken into consideration.

Respite may include:

- Assistance with personal care.
For example showering, dressing, toileting etc.
- Assistance with therapy routines
(as approved by an allied health professional)
- Engaging in preferred activities with consumers such as talking, playing board games, walking, reading, painting, playing, writing activities, puzzles, gardening, cooking, reminiscing
- Assistance with meal preparation and eating
- Assistance with light household tasks such as washing dishes, hanging washing etc provided the person being cared for does not require close supervision
- Monitoring of well being

- Assistance with Vacuuming, mopping and cleaning of bathroom "may" be available if a Regular Home Care/ Domestic Assistance is not being carried out in the home. (Please discuss with the Team Leader at the time of set up of services if required)

Respite does not include:

- Out-of-home respite, overnight respite or respite for extended periods of time
- Leaving a consumer unattended
- Caring for children outside of family
- Nursing duties – i.e. wound dressing, medication management, injections, application of prescribed creams/lotions etc.
- Lifting which, poses a risk to both consumer and staff member – i.e. must be independent with transfers or have suitable equipment in the home for staff to use
- Other tasks that may risk the safety of the consumer and/or staff member

Please note: It is your responsibility to ensure you do not exceed the allocated service time.

Home Care/Domestic Assistance

Domestic Assistance services provide assistance with domestic tasks you would normally do yourself, however due to illness, disability or frailty, you require assistance to perform these tasks.

Home Care may include:

- Assistance with floors i.e. vacuuming, sweeping, mopping
- Assistance with cleaning of the bathroom and toilet (1 bathroom per service)
- Assistance with washing of linen and clothes
- Assistance with changing bed linen
- Assistance with shopping, banking and bill paying (with approval)
- Assistance with preparing meals (when no other options are available)
- Assistance with a small amount of dusting (if agreed to when care plan is written)
- Assistance with spring cleaning tasks (periodical)

Home Care does not include:

- Cleaning areas of the house used by non-eligible residents
- Moving heavy furniture
- Washing floors on hands and knees
- Hanging of curtains
- Window cleaning
- Any duty where the worker is required to stand on furniture, ladders or other objects
- Escorted shopping
- Turning mattresses
- Hand washing or hand wringing of items
- Using strong chemicals
- Other tasks that may risk the safety of the consumer and/or staff member

Please note: Domestic Assistance/Home Care Services are a limited support service and designed to maintain a basic level of household cleanliness concentrating on your essential living areas. If multiple tasks are required within your allocated service time, please prioritise these to ensure the tasks most important to you are completed first.

Property Maintenance/ Home Maintenance

Home Maintenance services provide assistance with basic home maintenance tasks pertaining to safety and security you would do yourself, however due to illness, disability or frailty, you require assistance to perform these tasks. Property Maintenance is not a regular fortnightly or monthly service and should only be booked when you have a specific task you require support with.

Property Maintenance bookings are based on priority of access to help you to maintain a safe and secure home environment. Property Maintenance staff can help you prioritise your needs if you have several tasks you require assistance with.

Please note:

- Should disposal of waste at the landfill occur during your service time, General Waste and Green Waste fees will apply (please see your care plan)

High priority tasks may include:

- Plunging sinks
- Replacing light globes
- Repairing door locks, hinges, pelmets, windows, cupboards, drawers, floors, flywire screens, furniture
- Installation of smoke detectors and replacing batteries
- Chopping fire wood (45 minute job)
- Prune overhead branches impeding safe access
- Repairing undulating areas/walkways (not full top dressing of lawns)
- Dispose of deceased household/domestic animals – i.e. dog, cat, rabbit
- Minor repairs to paths, paving

Medium priority tasks may include:

- Cleaning shower base, fridge, deep freeze
- Cleaning out a room within the house

- Installing tap washers and showerheads, repairing toilet cisterns
- Minor repairs to tiled floors, walls
- Minor furniture repairs
- Cleaning exhaust fans, air conditioning vents
- Tuning televisions
- Take garden rubbish to tip (to be completed within allocated service time only. Disposal of non-garden waste will incur additional tip fees that must be paid at time of service)
- Whipper snipper – lawn edging where overgrowth is a trip hazard
- Raking leaves - limited, and around the house only
- Installation of new letter box
- Assisting with converting existing garden to low maintenance garden
- Cleaning gutters (under 1.8 meters)

Low priority tasks may include:

- Cleaning behind furniture that Home Care staff cannot move
- Cleaning cupboards, including on top of cupboards
- Washing ceilings and walls (preferably 2 staff members in 45 minute sessions)
- Cleaning fans and light fittings (under 1.8 meters)
- Installing doggy doors
- Minimal painting to be completed within 2 hours
- Hanging pictures
- Patching plaster walls
- Rearranging or shifting indoor furniture
- Rearranging or shifting outdoor objects or pot plants (2 staff members)
- Installing/repairing irrigation systems to be completed within 2 hours
- Spraying weeds and/or once off weeding of large areas (limited to 45 minutes)
- Cleaning window awnings

Home Maintenance does not include:

- Tasks that should be performed by a registered tradesperson or require specialised equipment to complete – i.e. plumber, electrician etc.
- Major tasks – i.e. construction or renovation works, such as pergolas/carports that require a qualified tradesperson and/or require a Council Permit
- Installing hard wired smoke detectors
- Performing any duties at a height in excess of 1.8 metres (due to OH&S Regulations)
- Window cleaning or similar tasks that have no impact on your immediate safety or security
- Lawn mowing
- General gardening
- Pruning/weeding of farming blocks
- Removing established trees
- Removing asbestos
- Additional limitations may apply to public/private rental properties and properties within a retirement village
- Other tasks that may risk the safety of the consumer and/or staff member.

To schedule a Home Maintenance service you will need to contact Aged & Disability Services and clearly identify what tasks you need support with. Office staff may ask you additional questions about your booking to ensure any high priority safety concerns are addressed as quickly as possible.

At times we may need to make changes to your service, so that an urgent safety matter can be tended to, but we try to keep this to a minimum.

Inclement weather

During days of either extreme heat, dust storms and or wet, rainy conditions, Aged and Disability Services may not be able to provide the service scheduled, or tasks you requested. Whilst we understand this may be a little inconvenient to you, the weather is unfortunately out of our control. If a weather event affects your scheduled service and outdoor tasks, please remember that we are able to complete a range of alternate indoor tasks. If your service cannot go ahead we will endeavour to reschedule your service as soon as possible.

PAG/Social Support Group

Planned Activity Group (PAG) / Social Support Group provide activities that are aimed at increasing or maintaining your level of physical health and social wellbeing, and provide respite and support for your carer. These groups are designed to be accessible for people with varying levels of ability and are delivered by qualified instructors.

A Council **Medical Clearance Form** is distributed prior to services commencing and will need to be completed by your Doctor prior to attending most of these programs. After surgery or an infectious illness you will also need to provide us with a clearance certificate from your Doctor.

Planned Activity Groups provided by Council include:

Living Longer Living Stronger Exercises

These 45 minute gentle exercise classes are held at various locations and include the following activities:

- Warm Up
- Chair Based Exercises
- Strength Training
- Flexibility and Balance
- Relaxation
- Cool Down

Important Reminders for Social Support Group participants:

- Wear loose, comfortable clothing and supportive shoes to the exercise program
- Bring your own water bottle and towel, if applicable
- Arrive to your exercise program a few minutes early to be able to collect your equipment and start the class on time
- You must start the exercise programs with the warm ups and complete with the cool downs to ensure you don't injure yourself

Social Support Group does not include:

- Attendance at group programs if you live in a nursing home or hostel
- Providing 1:1 or highly individualised support (unless funded privately), which would impact on our ability to meet the needs of others in the group
- Providing specialised equipment or facilities

Timetable

See website or contact 5018 8234 for up-to-date timetable

Chemicals and Equipment

You need to provide appropriate cleaning products and equipment for staff to use in your home. This is to keep you safe and minimises any risk of cross infection between homes. You will need to have any required items organised prior to your first service to ensure your service can start without interruption or suspension.

Any specific questions or concerns relating to equipment/chemicals can be discussed with the Team Leader or staff member as needed, however some basic guidelines include:

- **Chemicals** – staff are only able to use approved chemicals from the list shown below, and have the right to refuse to use other chemicals. Strong agents such as bleach, Domestos, methylated spirits etc cannot be used. Property Maintenance staff may be able to use some additional chemicals – i.e. weedicides, oven cleaners etc and this can be discussed prior to the service.

Please note: Due to changing OH&S requirements and chemical ingredients, the approved chemical list is regularly reviewed and updated.

- **Electrical equipment** - any electrical equipment needs to be in good working order i.e. no loose/faulty electric cables, no breaks that impair ability to use etc.
- **Mop and bucket** – OH&S regulations mean that staff are not able to use heavy metal buckets, or use mop heads that require hand wringing.
- **Additional materials** - if any additional materials are required for your service, these are to be purchased at your own cost. These may include items such as: repair materials, light globes, chemicals etc. To maximise your service time, it is suggested that any such materials be organised in advance.







The Vileda type mop is an appropriate style for use.













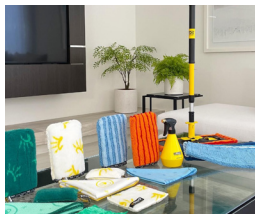
A lightweight steam mop is also preferred.



A lightweight barrell or upright vacuum cleaner is the preferred option.

Product	Woolworths	Coles	IGA	ALDI
Cream Cleansers				
	Ajax Cream Cleanser (Lemon)		Ajax Cream Cleanser Baking Soda (Citrus Extracts)	
				Power Force Pro Cream Cleanser Original, Lemon Fragrance
Glass & Window Cleaners				
				Power Force Pro Glass Cleaner.
	Windex Glass Original Windex surface & glass Ajax spray and wipe Strike Glass Cleaner	Windex Glass Original Ajax spray and wipe	Windex Glass Original Windex surface & glass	
	Strike glass cleaner	Earth Choice Window & Glass Crystal Clean	Earth Choice Window & Glass Crystal Clean	

Product	Woolworths	Coles	IGA	ALDI
Toilet Cleaners				
	Essentials toilet cleaner	Coles Ultra Citrus Fresh		
				Green Action Toilet Cleaner - Eucalyptus, Marine
Disinfectants				
		Coles Ultra Hospital Grade	Black & Gold Eucalyptus	Protect N Clean
	Pine Lavender Eucalyptus	Pine Lavender Eucalyptus	Pine	
		Lemon Lime	Pot Pouri Lemon Lime	
Bathroom Cleaners				
			Sparkle for Showers	Green Action Bath & Shower Cleaner

Product	Woolworths	Coles	IGA	ALDI
Vinegars				
	Essentials white vinegar	Coles White Vinegar	Black and Gold White Vinegar	Pure Vita White Vinegar
Multi Purpose Cleaners				
	Earth Choice Multi-Purpose Spray & Clean Ajax Spray & wipe (with baking soda)	Earth Choice Multi-Purpose Spray & Clean Ajax Spray & wipe (with baking soda)	Earth Choice Multi-Purpose Spray & Clean Ajax Spray & wipe (with baking soda)	
	Dettol Healthy Clean Kitchen		Orange Power Multi-Purpose	
	Norwex Available through Party Plan (local Representatives or Online).			
	ENJO Available through Party Plan (local Representatives or Online).			
	Koh Please Note: "Koh" Only available online.			

Product	Woolworths	Coles	IGA	ALDI
Carpet Deodorisers				
			Airwick Fresh Black & Gold Carpet Deodoriser	
Floor Cleaners				
	Handy Andy Original (Pink), 2 in 1 Cleaner & Disinfect (Green), Lemon (Gold)	Handy Andy Original (Pink), 2 in 1 Cleaner & Disinfect (Green), Lemon (Gold)	Handy Andy Original (Pink), 2 in 1 Cleaner & Disinfect (Green), Lemon (Gold)	
	Ajax Floor Cleaner, Baking Soda (Green)	Ajax Floor Cleaner, Citrus (yellow)	Ajax Floor Cleaner, Tropical Breeze (Pink)	
				Power Force Floor Cleaner Citrus, Timber floor cleaner



Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:

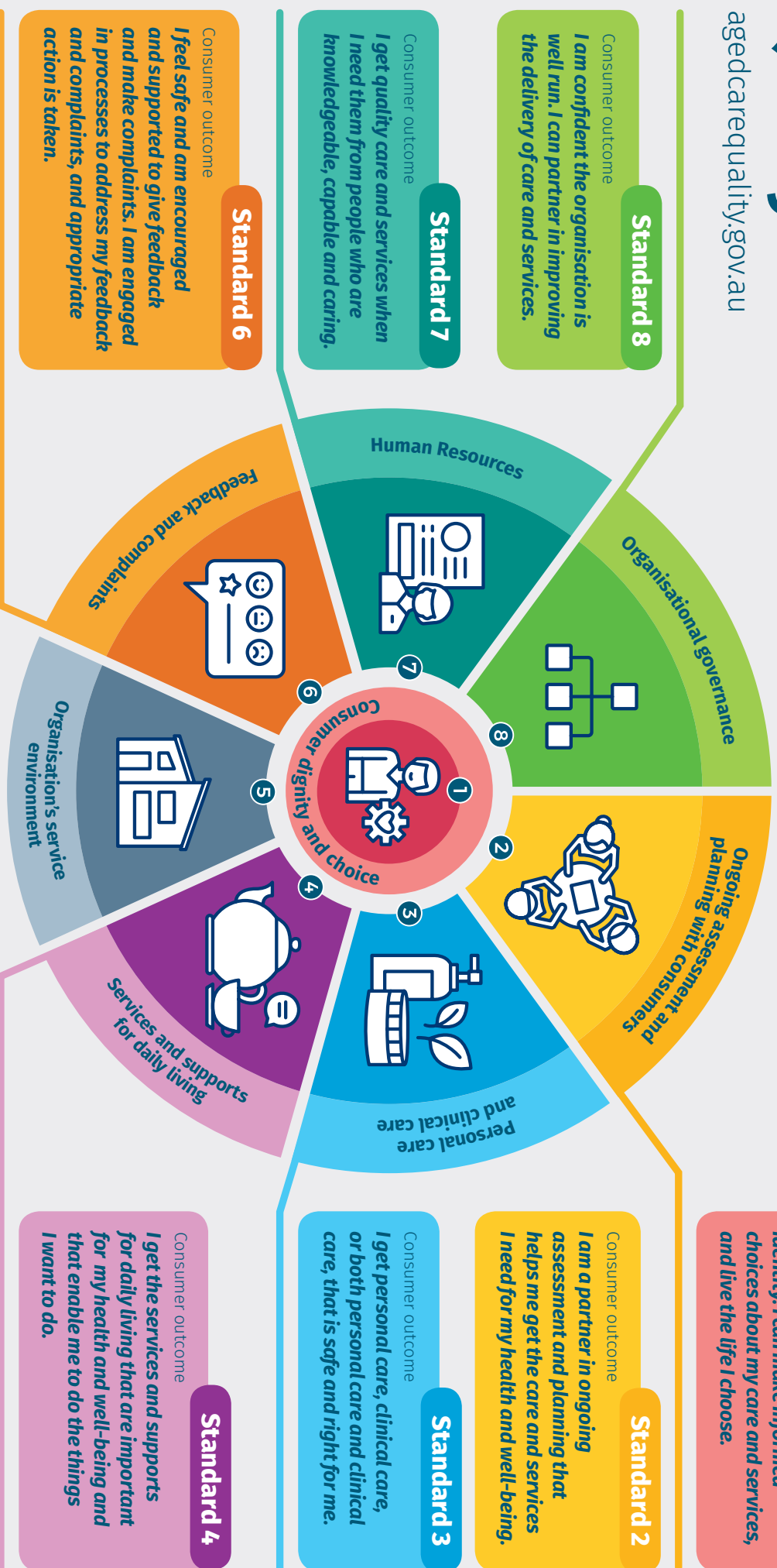
1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.

Aged Care Quality Standards

agedcarequality.gov.au



Australian Government
Aged Care Quality and Safety Commission

Engage
Empower
Safeguard



Top tips for consumers: Making a complaint

- Write down your concerns or talk them through with someone you trust.
- Consider what you want to achieve, that it is reasonable and will be in the best interests of the person receiving care.
- Raising your complaint promptly and directly with the service provider gives you the best chance of satisfactory resolution.
- Consider using an advocate if you feel unable to do this on your own.
- If your complaint is complicated or more serious, it is best to speak with someone senior.
- Sometimes it helps to make a time to meet so they can concentrate on what you are saying, without distractions.
- Ask about the service provider's complaints process and the timeframes involved.
- Provide as much detail as possible. This will help the service provider to understand your complaint.
- You may feel angry or frustrated. You are likely to get a much better response if you are calm and clear.
- Sometimes service providers don't think to offer an apology when something has gone wrong. Let them know if you would like to receive one, and ask for an explanation of what happened and what will be done to stop it happening again.

Next steps

If you don't receive a response to your complaint or are not satisfied with the response, you can contact us or an advocate.

For more information on how to raise a complaint, you can find resources on our website **agedcarequality.gov.au**.

If you want to contact an aged care advocate, call the Older Persons Advocacy Network (OPAN) on 1800 700 600.

If you can't do it on your own or with the help of an advocate, the **Aged Care Quality and Safety Commission** can support you.

You can contact us on **1800 951 822**.



All information in this publication is correct as of May 2021.



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

Aged Care Quality and
Safety Commission
GPO Box 9819, In Your Capital City



Mildura Rural City Council

T 03 5018 8234
mildura.vic.gov.au

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