



# Connecting you to choice, wellbeing and independence

Welcome booklet



# Welcome to Care Connect

## Welcome

Thank you for choosing Care Connect to provide your support program. We want to provide you with the highest standard of support and service to maximise your independence and wellbeing. Your priorities are our priorities. We will listen carefully to your choices and help you best access the services and supports that will assist you.

This booklet contains important information about how Care Connect will work with you. The other important document you should read is your “Client Agreement”. Together, these two documents explain:

- what you should expect of Care Connect
- your rights and responsibilities
- handy hints about how to get the best from your Care Connect service.

It is important that you understand the information in this booklet. If you are having any difficulties, or if you need this booklet explained in a way that better suits your needs (for example in a language other than English) please call Care Connect on **1800 116 166** or email **info@careconnect.org.au** for more information.

## About Care Connect

Care Connect is a major community care provider that supports frail aged people, people with a disability and carers to live independently at home and in the community.

Care Connect has offices in three states and is a not-for-profit, non denominational, registered charitable organisation.

Care Connect provides choice, guidance and information to support individuals to remain independent and engaged in their community.

Care Connect’s approach is collaborative, inclusive and accessible. We are committed to providing a respectful service that values the rights of each person and their support network.

## Our Vision

*To be Australia’s leading community care organisation, actively sought for its innovation, care leadership and community participation.*

## Our Mission

*Creating excellence in community care through innovation, commitment, knowledge and choice.*

To achieve this Care Connect works in consultation with government, service providers, community organisations and you to build and manage your support plan.

You can choose the type and level of support that best meets your independent living needs.

Our highly trained staff:

- assess your support requirements
- prepare and manage your support plan
- facilitate community supports and personal/homecare services
- provide advocacy to promote your independence and protect your rights
- review your progress and needs
- monitor your services to ensure they meet your needs, are value-for-money and are of the highest quality.

### The Care Connect Way

The *Care Connect Way* provides access, choice, guidance and information. This model supports you in creating personalised support plans that best suit your independent living requirements.

We are committed to fair and equitable treatment for all. We strive to provide a respectful service that values the rights of each person and their support network irrespective of age, race, culture, religion or sexual orientation.



**“Our priority  
is your wellbeing  
and independence  
at home and in  
the community”**

## Who is eligible for our programs?

Individuals accessing our services include:

- frail older adults with special/complex needs including dementia
- adults and children with an identified disability
- adults with multiple health concerns, including mental health issues
- families and carers who care for a child or adult with multiple and/or complex needs
- adults from culturally and linguistically diverse (CALD) backgrounds
- older adults who are lesbian, gay, bisexual, transgender or intersex
- adults from Aboriginal and Torres Strait Islander communities
- individuals transitioning from hospital to home
- veterans.

## Our staff

Our staff are tertiary qualified with expertise in social work, psychology, disability, community work and nursing. We have staff specialising in Acquired Brain Injury (ABI), Autism Spectrum Disorder (ASD), dementia, chronic illness and carers' support.

## Advocacy

An advocate is somebody who acts on your behalf to support and promote your health and care rights. Sometimes you might need the assistance of an advocate to ensure your voice is heard and your needs are accurately and fairly represented.

There are several forms of advocacy including:

- third party advocacy - a family member, carer or friend acts on your behalf and assists you in representing your needs
- independent advocacy - you engage the support of an advocacy agency.

You may need an advocate to:

- attend a medical appointment with you
- help you make a difficult medical decision
- assess complicated medical or health-related information
- assist with the complaints process.

There may also be times when Care Connect can act as your advocate. Please talk with your Case Manager if you have any questions about advocacy.



If you believe you would benefit from an advocate you may wish to contact one of the following organisations:

### National

Aged Care Information Line  
**1800 500 853**

### New South Wales

TARS: The Aged-Care Rights Service  
**02 9281 3600**

### Queensland

Queensland Aged and Disability Advocacy  
**1800 818 338**

Adult Guardian (Queensland)  
**07 3234 0870**

### Victoria

Seniors Rights Victoria  
**1300 368 821**

Victorian Equal Opportunity  
and Human Rights Commission  
**1300 292 153**

The Victorian Office of the Public Advocate  
**1300 309 337**

Disability Services Commissioner  
**1800 677 342**

Elder Rights Advocacy  
**1800 700 600**



# Interpreter services

Care Connect has interpreters available on request. If you need an interpreter, please call the Translating and Interpreting Service on **131 450** and ask to be connected to Care Connect on **1800 116 166**.

<b>Arabic</b>	يُرجى الاتصال بخدمة الترجمة التحريرية والشفهية على الرقم 131 450 وطلب توصيلك بـ Care Connect على الرقم 1800 116 166.
<b>Chinese</b>	請電翻譯傳譯服務處，電話131 450，請他們轉接Care Connect，電話1800 116 166。
<b>German</b>	Bitte rufen Sie den Übersetzer-und Dolmetscherdienst, den Translating and Interpreting Service, unter 131 450 an und bitten Sie darum, mit Care Connect unter der Rufnummer 1800 116 166 verbunden zu werden.
<b>Greek</b>	Παρακαλούμε καλέστε την Υπηρεσία Μεταφραστών και Διερμηνέων στο 131 450 και ζητήστε να σας συνδέσουν με το Care Connect στο 1800 116 166.
<b>Italian</b>	Per favore telefoni al Translating and Interpreting Service (Servizio interpreti e traduttori) al 131 450 e chiedi di metter La in contatto con Care Connect al 1800 116 166.
<b>Vietnamese</b>	Xin hãy gọi Dịch Vụ Phiên Dịch và Thông Ngôn ở số 131 450 và yêu cầu được nối với Care Connect ở số 1800 116 166.



## Offering feedback

One of the most important ways you can participate is to give us feedback about your experience with our services. We are interested to hear from you and value all feedback. We record and follow up all complaints.

To give a compliment or make a complaint:

- call or write to your Care Connect Case Manager
- telephone Care Connect's Quality Manager on **1800 116 166** or email [info@careconnect.org.au](mailto:info@careconnect.org.au)

You will receive a survey every 12 months and at the completion of your Care Connect program. We value your feedback so we can improve our services.

### What happens to your complaint?

Complaints may be resolved informally through a discussion or formally through meetings or mediation. Your Case Manager can provide you with information about external government complaints schemes.

Care Connect staff will document complaints by completing an internal complaints form that will be sent to Management.



# Partnering with Care Connect

A Care Connect Case Manager is your personal point of contact. Your Case Manager will develop a support plan with you. It will be monitored and reviewed regularly.

Your Case Manager is a qualified professional who will:

- visit you at home and keep in contact by phone
- ask you what will help you to live independently
- help plan services and supports that meet your requirements
- monitor and adjust your services to ensure they are of the highest quality and meet your changing needs.

We encourage you to work in partnership with your Case Manager in assessing your needs and deciding what is important to you. If you openly discuss your circumstances and actively participate in all aspects of your support plan, your Case Manager can understand your needs better.



## Coordination

Our Case Managers understand the health care system. They can work with you and your family/friends to propose a range of support services that best suit your needs.

Your Case Manager will regularly monitor and evaluate your progress and ensure your support plan is updated accordingly.

Once your support plan is written your Case Manager will:

- coordinate a range of community care services
- present a selection of community resources
- organise referrals to services and health professionals
- develop a program budget for your services
- monitor the quality of services and provide you with the opportunity to address any concerns.

## Choice

At Care Connect we have access to over 250 approved service providers. These service providers offer a broad range of services in allied health (physiotherapy, occupational therapy, podiatry etc) as well as home care services.

Our specialty is matching the best service provider to suit your needs. We call this function – “service brokerage”. These service providers have been engaged for their focus on quality, efficiency, value-for-money, service and safety. Service providers that meet our quality criteria are listed on our Preferred Supplier List and are regularly reviewed.

You may be able to choose a service provider that is not from Care Connect's Preferred Supplier List. However Care Connect does not take responsibility for services undertaken by these providers and cannot verify the quality. Care Connect will encourage these service providers to become a preferred service provider if appropriate.

Your Case Manager will give you information about service providers and will help you choose the one/s that best meet your needs.

## Communication

Our Case Managers will communicate with you and your family/friends in a respectful, clear and professional manner. They will ensure information is clearly explained, understood and agreed upon.

## Reviews

We encourage you and your family/friends to talk honestly with your Case Manager at reviews about your services and support so that we can ensure we are meeting your needs.

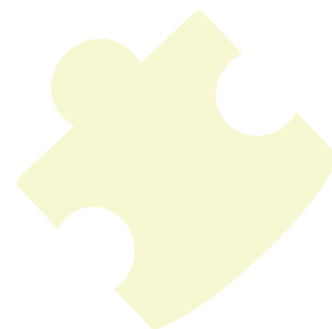
## Exiting your program

You have a secure place with Care Connect until you no longer need this service. This is subject to any government requirements regarding the duration of the program.

Care Connect will only cease your services if:

- you advise that you wish to terminate your program
- your program has been completed
- you move to another form of support
- your needs can be more appropriately met by other types of services or care (e.g. if Care Connect does not have sufficient resources to meet your needs)
- the welfare and safety of Care Connect staff and/or staff from other providers is in jeopardy.

If Care Connect ceases your services, we will first discuss the situation with you and your representative. We will plan alternative services with you and assist you in changing to these services.



# Your rights and responsibilities

Care Connect will work in partnership with you to achieve your objectives and goals. This partnership requires a shared understanding of rights and responsibilities.

## You have the right to:

- be treated with respect and dignity
- decide what services you wish to access and how these will be provided
- identify the level and involvement you want your Case Manager to have in managing your support plan
- ethical, honest and quality service delivery
- participate in any decisions that relate to your support plan
- receive information which is relevant and allows for informed choice
- respect regarding your beliefs and personal wishes
- view your personal and financial information
- have your cultural and linguistic needs acknowledged including access to an interpreter if required
- expect information to remain confidential
- express any complaints or concerns and have these dealt with in a timely and professional manner without fear of losing services or being disadvantaged
- be supported by an advocate
- request a review of services at any time
- be informed of any changes to your support plan
- refuse services if you wish.

## You have a responsibility to:

- respect the rights of Care Connect staff members to work in an environment free from harassment, abuse or undue risk
- treat staff with respect and dignity
- agree to regular contact in accordance with your program guidelines and a (minimum) yearly service review
- where applicable, contribute to fee payments as negotiated.

If you wish to discuss any of these points, please speak to your Case Manager.

## Helpful hints

It would be helpful if you:

- inform your Case Manager of changes in your situation that may affect the way that services need to be provided to you
- let your Case Manager know about the quality of services so your Case Manager can provide the best services possible (a formal feedback sheet will be made available to you at each yearly review and via regular individual feedback processes)
- care for and report any damage to equipment provided to you.



# Privacy and confidentiality

Care Connect is committed to ensuring the highest possible confidentiality and privacy standards.

Care Connect complies with State and Federal Government legislative requirements, which includes the Health Records Act and Privacy Act 1988.

If you have any queries, please contact your Case Manager or our Privacy Officer on **1800 116 166**.

# Billing and payments

Care Connect charges fees for some programs. All fees are charged in accordance with government guidelines and are based on your individual financial circumstances. All fees are used to fund your services. You will not be refused service if you cannot pay.

Fees are reviewed every 12 months. You or your Case Manager can review your fees at any time if your circumstances change.

You may need to prioritise the services you receive as funding may be limited.

If the cost of care exceeds funding, you may elect to cover the shortfall or you may need to explore other options with your Case Manager.

If you have concerns regarding your fee contribution please contact your Case Manager.

## Mail – cheque/money order

Make cheques or money orders payable to Care Connect Ltd. Detach the remittance advice and post it together with your payment. A receipt will be issued on request.

## Direct debit

Whether a regular payment or a one-off payment, an EziDebit Request Form (available from your Case Manager or any Care Connect office) must be completed for credit card or direct debit payments. Post the completed form and remittance advice to Care Connect.

Fees will be automatically debited from your nominated bank account or credit card account every month or as requested.

A contact phone number is requested in the event of payment processing difficulties. A receipt will be issued on request.

## Bank

In some circumstances it is possible to make arrangements for you to pay at any branch of the Commonwealth Bank using a personalised Bank Deposit Book. Ask your Case Manager if this can be an option for you.

## Address and enquiries

If you have an enquiry regarding your Care Connect invoice, contact our Finance Team on **1800 116 166**. The postal address for all payments is **PO Box 1388 Collingwood VIC 3066**.

# Respite services

## Who is a carer?

A carer is a person who provides unpaid care in the home to somebody who is frail or has a disability, mental illness or chronic condition. A carer may be a family member, a friend, a neighbour or a community volunteer.

## What is respite?

Respite offers the carer an opportunity to have a short-term or long-term break from caring duties. Respite may mean the carer has a break for a few hours, a few days or a few weeks.

## Why is respite important?

Respite enables carers to remain fit and active in their own lives. Having a break from caring duties means the carer's health and wellbeing is being supported.



*“Respite offers a carer the opportunity to have a short-term or long-term break from caring duties”*

## Care Connect and carer respite

Care Connect staff members are available to work with you and your family/friends to identify your respite needs. We can assist with planning and referral so you can access the most appropriate services in your local area.

We value carers and offer:

- access to information about respite services
- access to support networks
- workshops for carers
- access to respite retreats (Victoria).

## Respite links

### National

Carers Australia:

[www.carersaustralia.com.au](http://www.carersaustralia.com.au)

Commonwealth Respite and Carelink Centre:

[www9.health.gov.au/ccsd](http://www9.health.gov.au/ccsd)

### New South Wales

Carers Australia NSW:

[www.carersnsw.asn.au](http://www.carersnsw.asn.au)

### Queensland

Carers Australia Queensland:

[www.qld.carersaustralia.com.au](http://www.qld.carersaustralia.com.au)

### Victoria

Carers Australia Victoria:

[www.carersvictoria.org.au](http://www.carersvictoria.org.au)

# Respite retreats

## Rosebud Retreat

The Rosebud Retreat is a beautiful three bedroom unit that accommodates up to eight people.

Located in Rosebud on the Mornington Peninsula, just 75 minutes from Melbourne, this retreat offers short-term respite for carers (and their families) who support the frail aged, people with a disability or people with a mental health issue.

The retreat is available for use seven days a week.

For booking enquires phone **03 9362 8000** or email **rosebudretreat@careconnect.org.au**



## Daylesford Retreat

The Daylesford Retreat is a charming three bedroom home that accommodates up to six people. **The Daylesford Retreat is a wheelchair-accessible house.**

Located in Daylesford, just 90 minutes from Melbourne, this retreat offers short-term respite for carers (and their families) who support the frail aged, people with a disability or people with a mental health issue.

The retreat is available for use seven days a week.

For booking enquires phone **03 9362 8000** or email **daylesfordretreat@careconnect.org.au**



# Your participation

## Making a donation

Making a donation to Care Connect supports our ability to deliver quality aged care, disability and respite services to the community.

To find out how you can support frail aged people, people with a disability and carers contact our Fundraising Manager on **1800 116 166** or email **donations@careconnect.org.au**

Donations can be made by visiting **careconnect.org.au**

Every donation over \$2 is tax deductible.

Care Connect follows a strict policy and procedure for all donations received and is a member of the Fundraising Institute of Australia.



## Sharing your story

Have you learnt about a new service, heard about an innovative product or got an inspirational story to share?

If so we would love to share your experience and knowledge with the wider Care Connect community.

To contribute information to our quarterly publication 'Connections' or to receive a free copy of the publication please contact our Marketing Coordinator on **1800 116 166** or email **info@careconnect.org.au**



# Some helpful hints for care at home

Having a care worker from a support agency in your home may affect your sense of privacy. Just as sharing a house has its tensions, having workers in your home can be difficult as your home is also their place of work.

## Tips to work together:

Let the agency care worker know what you prefer from the start. This may seem trivial but working arrangements can fail due to seemingly insignificant concerns.

If a problem arises deal with it straight away. Raise it first with the care worker. If you cannot do this, or if the problem is not resolved, discuss it with your Case Manager as soon as possible.

Friendships and working arrangements do not mix well. Agency care workers are likely to become a valued and trusted person in your home and to maximise the benefits of that role, it is recommended that the working relationship remains professional.

The agency care worker has the right to a safe and comfortable working environment.

Safety relates to security issues and avoiding injury. For example, an agency staff member may need some equipment, such as a lifting aid or hoist to help move you from a bed to a wheelchair. Although you may choose not to use the equipment, under Occupational Health & Safety regulations, the worker may need to use the equipment to reduce the risk of injuries to both you and themselves.

## It would be helpful if you:

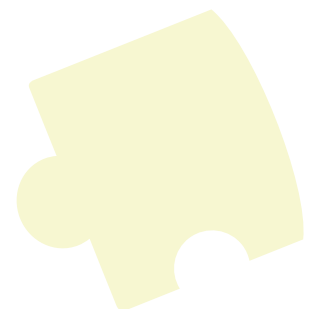
- provide accurate information in relation to your support needs
- work with Care Connect staff members in the development of your support plan
- advise Care Connect of any changes in circumstances that affect your health or wellbeing
- understand that if you require more support than can be funded by Care Connect alternative arrangements may need to be considered
- express concerns or issues in relation to Care Connect services, using the Care Connect Compliments & Complaints Procedure (to obtain a copy of this procedure contact Care Connect on **1800 116 166** or email **info@careconnect.org.au**).

## Occupational Health & Safety

Care workers must work in a smoke free environment.

Your pets may need to be kept in a secure location.

Please communicate respectfully with your case workers.



# Frequently asked questions

## What are the eligibility criteria?

The types of programs Care Connect offers vary depending on government classification and funding. Eligibility is decided according to each program's guidelines and should be discussed with your Case Manager.

## What does a Case Manager do?

Your Case Manager is your primary contact person. Your Case Manager works with you to identify your needs, coordinate the required services and ensure that services are available, accessible and suitable. Your Case Manager will contact you as often as required and will review your service regularly to ensure that it is appropriate and delivered within the available resources. Your Case Manager will negotiate with you how much or how little involvement you may need in managing your support plan.

## What is a service provider?

The term 'service provider' refers to the agency and/or persons engaged to provide you with an agreed service. Choosing the right service provider ensures you get the best support available to suit your needs. For example, you may choose to have a support worker from a preferred cultural background, age group or gender. Every effort will be made to accommodate your requirements.

## What services can be accessed?

The amount of support provided is flexible and tailored to your needs within the resources and funding available.

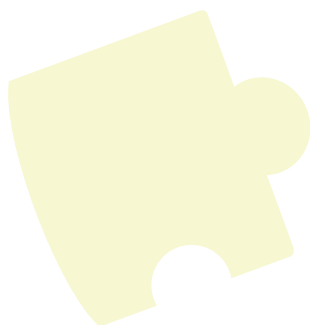
Everybody's needs are different. Although you or the person you are caring for may have the same medical condition as another individual, factors such as financial situation, availability of support from extended family and friends and a person's age can all influence the level and type of services provided.

Please discuss your requirements with your Case Manager. As with all programs resources are limited, and it may be that not everything requested can be funded. Care Connect endeavours to meet your and/or your carer's needs by seeking available resources in the community.

If you are unhappy with a decision about funding, please discuss this with your Case Manager.

## Who provides the care at home?

The services you receive at home may be provided by a variety of different service providers. Care Connect endeavours to purchase services from organisations that have qualified and experienced staff members in aged and disability services to ensure you receive quality home-based support.



# Glossary

**Advocate** – A person who acts on your behalf to ensure your needs and rights are accurately and fairly represented.

**CALD** – Culturally and linguistically diverse.

**Carer** – A person who provides unpaid care in the home to somebody who is frail or has a disability, mental illness or chronic condition.

**Care Worker** – The service providers' staff who come to your house.

**Case Manager** – A Care Connect staff member who works with you to assess, plan, coordinate and monitor your support plan.

**Consent** – Providing either verbal or written agreement that Care Connect can provide services or transfer information to specific individual agencies or persons.

**LGBTI** – Lesbian, gay, bisexual, transgender or intersex.

**Occupational Health & Safety (OH&S)** – Occupational Health & Safety is a law in each state within Australia that ensures the safety of all employees in their place of work.

**Preferred Supplier List** – Care Connect has access to over 250 quality service providers. These service providers have been police-checked and are reviewed on an annual basis. Service providers that meet Care Connect's stringent quality services criteria are listed on our Preferred Supplier List.

**Service provider** – Refers to the agency and/or persons engaged to provide you with services.



# Do you need an interpreter?

Care Connect has interpreters available on request. If you need an interpreter, please call the Translating and Interpreting Service on **131 450** and ask to be connected to Care Connect on **1800 116 166**.



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If you have a hearing impairment you can use the National Relay Service for assistance and ask to be connected to Care Connect on **1800 116 166**.

TTY/voice calls: call **133 677**

Speak & Listen: call **1300 555 727**

Internet relay: connect to **www.relayservice.com.au**



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Abbotsford VIC 3067  
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