



27 Monaro Highway, Cann River Vic 3890  
Telephone: 03 5158 6274 Fax: 03 5158 6409  
ABN 69 461 662 367 Reg No. A11159

## Aged Care Package Information Booklet



- ◆ Open 9am to 5pm Monday to Friday
- ◆ The area serviced includes the settlements of Cann River, Noorinbee, Buldah, Combienbar, Point Hicks, Tamboon inlet (incl. Peach Tree Creek), Chandlers Creek, Club Terrace and surrounding areas.

## Cann Valley Bush Nursing Centre Strategic Plan

### Our Vision:

The people of the Cann River district, will reach their full potential in good health, well being, and independence, whilst acknowledging the changing demographics in terms of age and socio-economic status

### Our Role:

As a remote nursing service, the centre is the one stop shop and single point of access, for the community to multidisciplinary, innovative primary care, and community based services. This includes 24 hour access to immediate response care. The centre also acts as a referral hub for Allied Health and numerous specialties.

### Strategic Goals:

To be a respected, functional, and viable organization.  
Ensure that our community has access to quality healthcare.  
To value and support our people.

### Core Principles:

**Adaptable** - Ensure we have the flexibility and adaptability to react and respond positively, to the changing environment and demands placed on the service.

**Person Centered** - We will ensure that we place our consumers, and the community in the centre of our decision making, and engage individuals in all aspects of healthcare delivery.

**Collaborative** - We will take a consultative approach to ensure essential partnerships and relationships.

**Innovative** - We will strive for the delivery of state of the art, and evidence based services by providing an environment that enhances creativity.

**Integrity** - We will act with the highest regard to honesty, reliability and transparency, to ensure measurable community trust.

## Advocacy Services

If you're concerned about the quality of your aged care services, and want to speak to someone about this, an advocacy service may be able to help. Advocacy services are free, confidential and independent.

### *What can an advocate do?*

An advocate can:

- Give you information about your rights and responsibilities
- Listen to your concerns
- Help you resolve problems or complaints with your aged care service provider
- Speak with your service provider if you wish
- Refer you to other agencies when needed

### *Who can get support through an advocacy service?*

Anyone receiving aged care services can get advice and support from an advocacy service. This includes people who:

- Receive residential care
- Receive a home care package
- Receive transition care
- Have been assessed by an Aged Care Assessment Team (ACAT)
- Have previously received an aged care service
- Are representing the interests of the person receiving aged care services

### *Who do I contact about advocacy?*

The National Aged Care Advocacy Line is 1800 700 600. Please note that the number may not be available from mobile phones and in some capital cities. For contact details in Victoria:

Elder Rights Advocacy  
Level 2, 85 Queen Street  
MELBOURNE VIC 3000

Phone: 9602 3066 or 1800 700 600 (free call except mobile's)

Email: [era@era.asn.au](mailto:era@era.asn.au)

Website: [www.era.asn.au](http://www.era.asn.au)



## Charter of Aged Care 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 the 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.

### Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

### Providers

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. Providers must give consumers a copy of the Charter that sets out:

- signature of provider's staff member;
- the date on which the provider gave the consumer a copy of the Charter; and
- the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;
- the consumer (or authorised person's) signature (if they choose to sign); and
- the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.



Australian Government

Department of Social Services

## **Charter of Care Recipients' Rights and Responsibilities For Community Care**

*Aged Care Act 1997, Schedule 2 User Rights Principles*

### **Rights**

As an care recipient I have the following rights:

#### ***General***

- a) to be treated and accepted as an individual, and to have his or her individual preferences respected;
- b) to be treated with dignity, with my privacy respected;
- c) to receive care that is respectful of me, my family and home;
- d) to receive care without being obliged to feel grateful to those providing my care;
- e) to full and effective use of all human, legal and consumer rights, including the right to freedom of speech regarding my care;
- f) to be treated without exploitation, abuse, discrimination, harassment or neglect.

#### ***(2) Participation***

- a) to be involved in identifying the community care most appropriate for my needs;
- b) to choose the care and services that best meet my assessed needs, from the home care able to be provided, and within the limits of the resources available;
- c) to participate in making decisions that affect me;
- d) to have my representative participate in decisions relating to my care if I do not have capacity.

#### ***(3) Care and services***

- a) to receive reliable, coordinated, safe, quality care and services which are appropriate to my assessed needs;
- b) to be given before, or within 14 days after I commence receiving care, a written plan of the care and services that I expect to receive;
- c) to receive care and services as described in the plan that take account of my lifestyle, other care arrangements and cultural, linguistic and religious preferences;
- d) to ongoing review of the care and services I receive (both periodic and in response to changes in his or her personal circumstances), and modification of the care and services as required.

Cont.....

#### ***(4) Personal information***

- a) to privacy and confidentiality of my personal information;
- b) to access my personal information.

#### ***(5) Communication***

- a) to be helped to understand any information I am given;
- b) to be given a copy of the Charter of Rights and Responsibilities for Community Care;
- c) to be offered a written agreement that includes all agreed matters;
- d) to choose a person to speak on his or her behalf for any purpose.

#### ***(6) Comments and complaints***

- a) to be given information on how to make comments and complaints about the care and services I receive;
- b) to complain about the care and services I receive, without fear of losing the care or being disadvantaged in any other way;
- c) to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern.

#### ***(7) Fees***

- a) to have my fees determined in a way that is transparent, accessible and fair;
- b) to receive invoices that are clear and in a format that is understandable;
- c) to have my fees reviewed periodically and on request when there are changes to my financial circumstances;
- d) not to be denied care and services because of my inability to pay a fee for reasons beyond my control.

## **Responsibilities**

As a care recipient I have the following responsibilities:

#### ***(1) General***

- a) to respect the rights of care workers to their human, legal and workplace rights including the right to work in a safe environment;
- b) to treat care workers without exploitation, abuse, discrimination or harassment.

## **(2) Care and services**

- a) to abide by the terms of the written agreement;
- b) to acknowledge that my needs may change and to negotiate modifications of care and service if my care needs change;
- c) to accept responsibility for my own actions and choices even though some actions and choices may involve an element of risk.

## **(3) Communication**

- a) to give enough information to assist the approved provider to develop, deliver and review a care plan;
- b) to tell the approved provider and their staff about any problems with the care and services.

## **(4) Access**

- a) to allow safe and reasonable access for care workers at the times specified in my care plan or otherwise by agreement;
- b) to provide reasonable notice if I do not require a service

## **(5) Fee**

- a) to pay any fee as specified in the agreement or negotiate an alternative arrangement with the provider if any changes occur in my financial circumstances
- b) to provide enough information for the approved provider to determine an appropriate level of fee

## Services Provided to Aged Care Recipients

### A. Care Services

#### Care can include:

#### Personal services

Personal assistance, including individual attention, individual supervision and physical assistance, with:

- Bathing, showering, including providing shower chairs if necessary, personal hygiene and grooming, dressing and undressing, and using dressing aids
- Toileting
- Mobility
- Transfer (including in and out of bed)

#### Activities of daily living

Personal assistance, including individual attention, individual supervision, and physical assistance, with:

- Communication including assistance to address difficulties arising from impaired hearing, sight or speech, or lack of common language, assistance with the fitting of sensory communication aids, checking hearing aid batteries, cleaning spectacles and assistance in using the telephone

#### Nutrition, hydration, meal preparation and diet

Includes:

- Assistance with preparing meals
- Assistance with special diet for health, religious, cultural or other reasons
- Assistance with using eating utensils and eating aids and assistance with actual feeding if necessary
- Providing enteral feeding formula and equipment

#### Management of skin integrity

Includes:

Providing bandages, dressings, and skin emollients

#### Continence management

Includes:

- Assessment for and, if required, providing disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances and enemas
- Assistance in using continence aids and appliances and managing continence

#### Mobility and dexterity

Includes:

- Providing crutches, quadruped walkers, walking frames, walking sticks and wheelchairs
- Providing mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, and pressure relieving mattresses
- Assistance in using the above aids

## **B. Support services**

### Support services

#### **Care can include:**

##### **Includes:**

- Cleaning
- Personal laundry services, including laundering of the consumer's clothing and bedding that can be machine-washed, and ironing
- Arranging for dry-cleaning of the consumer's clothing and bedding that cannot be machine washed
- Gardening
- Medication management
- Rehabilitative support, or helping to access rehabilitative support, to meet a professionally determined therapeutic need
- Emotional support including ongoing support in adjusting to a lifestyle involving increased dependency and assistance for the consumer and carer if appropriate
- Support for consumers with cognitive impairment, including individual therapy, activities and access to specific programs designed to prevent or manage a particular condition or behavior, enhance quality of life and provide ongoing support
- Providing 24-hour on-call access to emergency assistance including access to an emergency call system if the consumer is assessed as requiring it
- Transport and personal assistance to help the consumer shop, visit health practitioners or attend social activities
- Respite care
- Home maintenance, reasonably required to maintain the home and garden in a condition of functional safety and provide an adequate level of security
- Modifications of the home, such as easy access taps, shower hose or bath rails
- Assisting the consumer, and the homeowner if the home owner is not the consumer, to access technical advice on major home modifications
- Advising the consumer on areas of concern in their home that pose safety risks and ways to mitigate the risks
- Arranging social activities and providing or coordinating transport to social functions, entertainment activities and out-of-home services
- Assistance to access support services to maintain personal affairs

### Leisure, interests and activities

##### **Includes:**

- Encouragement to take part in social and community activities that promote and protect the consumer's lifestyle, interests and wellbeing

## **C. Clinical services**

#### **Can include:**

### Clinical care

##### **Includes:**

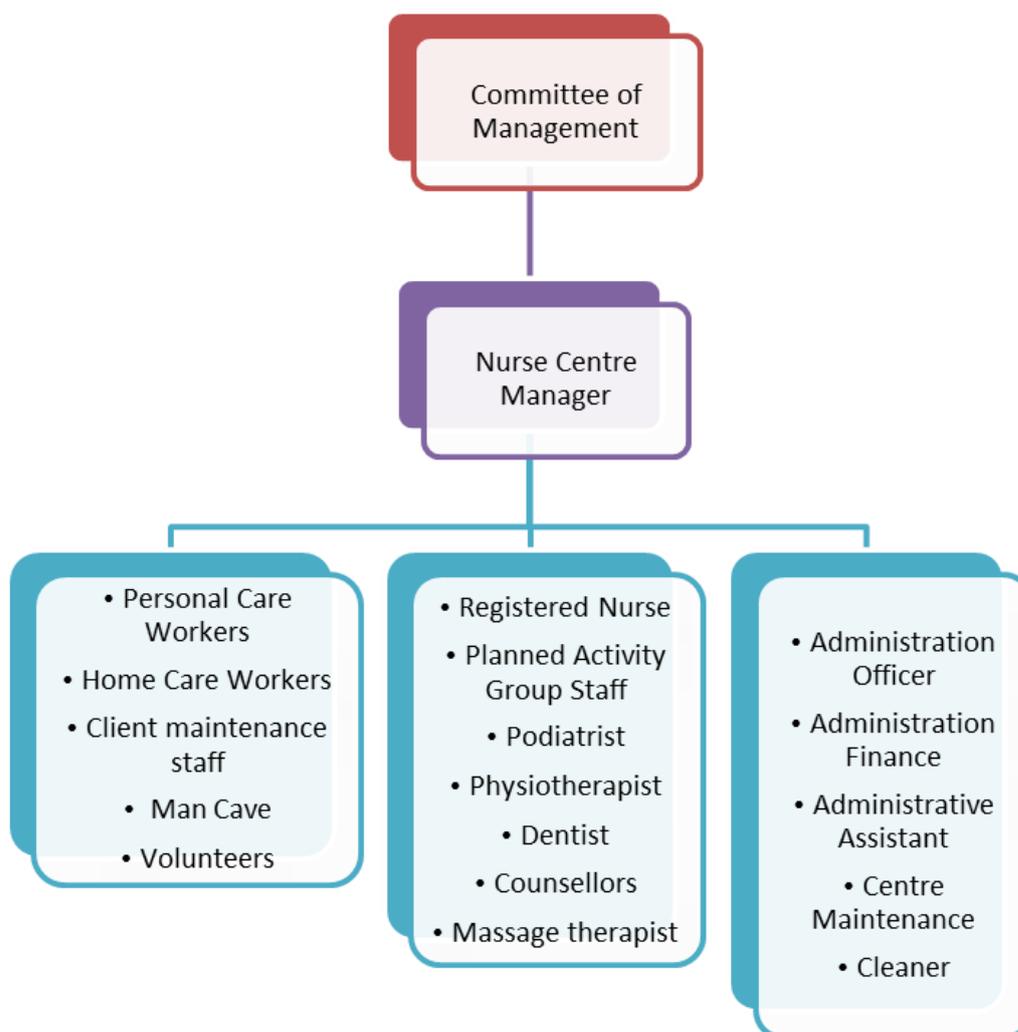
- Nursing, allied health and therapy services such as speech therapy, podiatry, occupational or physiotherapy services
- Other clinical services such as hearing and vision services

### Access to other health and related services

##### **Includes:**

- Referral to health practitioners or other service providers

## Cann Valley Bush Nursing Centre Organisational Structure



The Committee of Management of the Cann Valley Bush Nursing Centre sets the strategic path of the centre, monitoring and evaluating to ensure the centre continues to meet the needs of the community. The Committee of Management is comprised of local volunteers. The CVBNC Committee of Management meet on the third Wednesday of each month (except January)

## Other Regional Health Services

Bairnsdale Hospital	5150 3333
Bairnsdale Medical Group	5152 4123
Bairnsdale McLeod St Medical centre	5152 5145
Bega Hospital	02 6491 9999
Bombala Hospital	02 6458 5777
Bombala Medical Surgery	02 6458 3022
Cooma Hospital	02 6455 3222
Delegate Hospital	02 6458 8008
Dentists: – Orbost	5154 6625
Lakes Entrance	5155 2716
Bairnsdale	5152 4467
Eden	02 6496 4222
Aboriginal Co-op B'dale	5150 0700
Gippsland Lakes Comm. Health	5155 8300
Bairnsdale Branch	5152 0052
Lakes Diagnostic Imaging	5155 3155
Mallacoota Medical Service	5158 0777
Orbost Hospital	5154 6666
Orbost Medical Group	5154 6777
Orthodontist – Bairnsdale	5153 1677
Pambula Hospital	02 6495 6002
Pambula Medical Centre	02 6495 6688
Sale Hospital	5143 8600
Traralgon (Latrobe) Hospital	5173 8000



## Your Information— It's Private

*What does the Cann Valley Bush Nursing Centre do with information about you?*

### Why do we collect your information?

The information we collect helps us to keep up to date details about your needs so we can support you in the best possible way. We use this information, along with surveys and feedback, to better manage and plan our services.

The government departments that provide us with funding to deliver services also require that we provide data about the people who access our services. This data is always de-identified and your anonymity is assured. Sometimes we may publish summaries of surveys or a research report. These never identify you as an individual.

### How will your information be protected?

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely. If you send us information electronically, we don't track it or reuse it in any way.

### Who will see your information?

Your information can only be seen by the professionals in this service who are involved in your support, or in specified one-off projects. Otherwise, we only release information about you with your consent or if required by law, such as in a medical emergency. Cann Valley Bush Nursing Centre does not share any collected information or mailing lists with overseas entities.

### Can you access your information?

Yes, you have a right to request access to your information and to ask for it to be corrected if necessary. To do this you need to contact our Nurse Centre Manager on 5158 6274.

*Adapted from Carers Victoria Privacy Policy*

### Confidentiality

All staff and volunteers at CVBNC are bound by a Code of Conduct, which includes a confidentiality Agreement, and are not permitted to disclose your personal information without your written consent or the consent of your nominated representative, unless required by law to do so. Your written consent is required before any relevant personal information is recorded, and you will also be asked for your consent before that information is passed on to another health profession (e.g. a referral). You have the right to refuse to give consent, and you have the right to withdraw your consent at any time.

## Consumer Grievance Procedures, Comments & Complaints Form

The **Cann Valley Bush Nursing Centre** expects the highest standards of job performance and behavior from all staff. Any problems or complaints are therefore dealt with quickly and fairly, according to recognized procedures. The service attempts to meet the clients needs in a supportive and compassionate manner.

Every endeavor will be made to provide an appropriate service whilst working within centre and Government guidelines. We value your feedback on how we are doing. Your feedback will assist continuous quality improvement within the Centre.

Communication from clients is welcome and will be treated seriously, fairly, confidentially, without bias or reprisal and impartially by all Centre staff.

### Complaints

#### **Cann Valley Bush Nursing Centre's view on complaints**

We support your right to appeal a decision regarding access to service or service provided, and encourage you to use this complaints process to resolve your concern.

Complaints are viewed as an opportunity for us to look at systems and make improvements to service provided or to clear up any misunderstandings. Complaints will be protected and promoted in the following ways within the Cann Valley Bush Nursing Centre.

- ◆ Consent (verbal/written) shall be obtained before investigating the complaint.
- ◆ Complaints will be dealt with promptly.
- ◆ Person/s affected by a decision are fully informed of all facts and given time to respond.
- ◆ Complaints will be documented objectively and non-judgmentally.



You will be reminded of your rights. For example:

- ◆ To have an advocate of your choice at all steps in the resolution process.
- ◆ To appeal a service provision decision at any time.
- ◆ To pursue any complaint about service provision without reprisal.
- ◆ People from special needs groups will be supported to ensure they understand and are able to participate in the complaint process (advocates and interpreters).
- ◆ Staff will make every effort to establish an atmosphere of trust and open communication so that the complaints can be dealt with fairly
- ◆ Complainant will be referred to the police for situations concerning breaking the law.

### **How to make a complaint or appeal a decision**

Complaints can be made in a number of ways. You can call the office, write a letter or complete the form at the back of this book. There are also feedback forms at reception. When we receive a complaint, we record it on a complaint form and in our complaints register.

### **What happens next**

The Nurse Centre Manager will contact the person making a complaint wherever possible within two (2) working days, and document the concerns on your personal file and/or staff file (if appropriate).

Further discussion and/or a meeting may become necessary at this stage. The complaint should be resolved wherever possible within 10 working days. If we cannot resolve the complaint within 10 working days, we will keep you informed of the progress and ensure you know:

- ◆ The name of the person who is dealing with the complaint
- ◆ The estimated length of time it may take to resolve the complaint
- ◆ A timeframe for when you can expect an update from the Centre

If you are not satisfied with the response you receive from the Nurse Centre Manager, you may send a written complaint to the Committee of Management of the Centre. You can also contact the Health Complaints Commissioner at [hcc.vic.gov.au](http://hcc.vic.gov.au) or by calling 1300 582 113.

## Details regarding advocacy supports in East Gippsland

Gippsland Citizen Advocacy disability Advocate Program	19D Collins St Morwell	5133 9440
Department of Veterans' Affairs	Elgin St Morwell	1800 555 254
Alzheimer's Association Victoria	68 MacLeod St Bairnsdale	1800 100 500
Parkinson's Victoria	587 Canterbury Rd Surrey Hills	1800 644 189
Gippsland & East Gippsland Aboriginal Service	37-53 Dalmahoy St Bairnsdale	5150 0700
Gippsland Migrant Resource Centre	100-102 Buckley St Morwell	51337072
Carer Respite Centre Gippsland		1800 052 222
National Aged & Community care line		1800 200 422
Aged Care Complaints Commission	Level 18, 90 Collins St Melbourne	1800 550 552
Office of the Public Advocate	Level 1, 204 Lygon St Carlton	1300 309 337
State Trustees	1 McNab Ave Footscray	1300 138 672

**For further information see Nurse**

## Comment, Complaint or Compliment Form

Feedback is a **comment** **complaint** **compliment** (please circle one)

If a compliment, are you happy for the compliment to be made public? Yes/No

Name of Service Provider \_\_\_\_\_

Date \_\_\_\_\_ Time \_\_\_\_\_

Has the comment, complaint or compliment been made to the service provider?

Yes/No

Event \_\_\_\_\_

How would you like the Centre to respond?

What outcome would you like?

In the case of complaints, the Nurse Centre Manager would like to acknowledge these and to take action where possible. If you are prepared to allow discussion of your complaint, please provide your name and contact number. The Nurse Centre Manager will contact you and attempt to resolve the complaint or the difficulty experienced.

Name \_\_\_\_\_ Phone \_\_\_\_\_  
(optional)

Thank you.

