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## Home Care Services booklet





## **Our Vision**

“The people of Cann River and 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.”



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# Welcome to the Cann Valley Bush Nursing Centre (CVBNC)

The CVBNC provides Home Care Services for;

- All those in need & carers of these people

The Home care services offer practical and flexible services designed to support people to maintain independence and quality of life while living in their home. Particularly those who are frail and older or who have a moderate to severe disability, including children or their carers, taking into account their cultural needs.

An assessment of needs usually occurs in the home before the service commences. Periodic reassessment will occur and clients may request reassessment at any time. Let us know if your needs address or arrangements change.

If you think you, a family member or a friend could be eligible and in need of any of these services, please contact the Nurse Centre Manger at the CVBNC on 5158 6274

## Active Service Approach

Our service supports an active service approach. This means that we work with you to help you remain as independent as possible.

We will work with you to achieve your goals, retain your skills and, in some cases, learn new skills.

Our aim is to assist you to maintain or improve your ability to be physically active as well as help you to remain part of your local community.

If you have a particular goal you would like to reach or there is a task or hobby you enjoyed but are currently unable to manage, please discuss this with our Nurse. Together we may be able to work on a plan to enable you to achieve the things that are important to you. Care workers will support you to achieve your goals.

## Home Care Services fees

Cost for services is based on client's income. Some usual fees:

Home Care:	\$5.00 per hour
Property Maintenance:	\$5.00 per hour
Personal Care:	\$5.00 per hour

The nursing centre will forward a monthly account.

**If you have trouble with payment of your account, please contact the nurse or administration and we can discuss this.**

## Interpreters

Please let us know if you need an interpreter. Printed information is available in many languages from the Department of Human Services website ([www.health.vic.gov.au/hacc](http://www.health.vic.gov.au/hacc)). If you require copies please let us know and we will arrange this for you.

If you are aware of someone from a Non-English speaking background who would benefit from this information, please contact the CVBNC on 5158 6274 with details. We can then put that person in contact with an interpreter service.

## Reviews

Reviews of your situation are undertaken on a regular basis and will be arranged to see how you are progressing. If at any time your circumstances change you are welcome to contact a Nurse so we can discuss your changed situation.

## Breakages

Although staff are expected to take every care with your property; accidents can happen. We strongly recommend that you protect valuable or precious objects from risk of damage by putting them in a safe place.

The Cann Valley Bush Nursing Centre does not have insurance cover to enable reimbursement of the value of minor items broken by care workers. Any breakages will need to be claimed through the homeowners/tenants own household insurance.

## Gifts

It is CVBNC policy that employees are not permitted to accept gifts - other than those of minor value such as garden flowers or produce and hand made items from clients of a nominal value.

## Smoke free environment

We are required by law to provide our staff with a smoke free working environment. Carers are not allowed to work in rooms where someone is smoking.

## Contact Details

Please let us know immediately of any changes to your address or telephone numbers or that of your friends or family that we have as contact people.

It is important that you let us know if you are going away when services are arranged or you are admitted to hospital. If you forget to let us know you may be charged for the service.

Please advise us if you or a member of the household have an infectious disease, e.g. influenza or gastroenteritis prior to the services if possible.

## Home Care

Home Care provides assistance with household and childcare duties around the home such as:

- Sweeping, vacuuming, washing floors
- Cleaning bathrooms and kitchens
- Washing, ironing and mending clothes
- Shopping
- Preparing meals
- Transport by car of clients or members of their family  
(Arranged through the Nurse Centre Manager if required)

The Home Carer is usually allocated for one or two hours per week. The client, together with the Nurse Centre Manager and/or the Home Carer, will decide which jobs in the home have top priority for the Home Carer.

All workers are employed by the CVBNC under the direction of the Nurse Centre Manager.

They are especially trained and carefully selected for their interest and capability in helping in the home situation.

Payment — Your Home Care Worker is paid by the Nursing Centre. You do not pay the worker.

## Access

Please ensure that:

- All gates, paths, front steps and verandahs are safe and clear of obstructions. There should be clear access to where the care workers may need to go.
- We have access to hand washing facilities.
- You leave a welcome light on if you are expecting an evening visit from a worker.

## Appliances/Equipment

Please make sure that:

- All appliances, cords, leads and switches are in good condition.
- Approved cleaning products and equipment are provided
- All equipment such as mops and buckets are in good order. Staff are not permitted to wring mops out by hand.

## Floors

- Please remove or fix torn carpets, loose rugs and mats that may be a tripping hazard. Home maintenance is available to assist with some improvements. Workers do not scrub floors on hands and knees.

## Furniture

- Be aware that heavy furniture may only be moved if on castors. Occupational health and safety requires workers to assess if it is safe to move furniture

## Animals

- Please restrain or confine your animal while the care worker is in your home. This will ensure neither upsets the other. Staff are not permitted to clean up after animals.

## Property Maintenance

This service is available to carry out minor household maintenance, safety and security tasks such as:

- Bathrooms - grab rails installed
- Repairs to locks, doors and windows
- Mow and whipper-snip lawns
- Chop and cart firewood
- Replace tap washers and light globes
- Remove and dispose of rubbish & branches, especially when the client's safety is at risk from its presence.
- Assist Home Carers with tasks necessitating the use of a ladder or chair, such as high cleaning and heavy chores such as moving furniture.

The worker may be required to use own tools/equipment, but in general, safe equipment in good working order and adequate cleaning materials are to be provided by the householder.

## Home Nursing

This service provides clients with nursing care in their own homes. It may involve assistance with medication, wound dressings or related medical concerns as well as assistance with personal grooming.

Equipment is on hand that may be of assistance with this service in the home.

## Personal Carers

Personal carers have been especially trained to assist the nurse with care of the person at home.

## Volunteer Transport

This can be arranged to assist as necessary to visit the Nursing Centre, local shops, Maternal & Child Health Nurse, Doctor, Specialists and others. Regular monthly bus trips are also run to assist with specialist appointments.

## Personal Care

This service offers assistance with the following:

- Activities of daily living
- Hygiene
- Transport
- Meal Preparation
- Administration ie: banking, paying bills, shopping etc.

## Allied Health & Medical Care

This service covers the areas of

- Doctor
- Dentist
- Podiatry (Foot Care)
- Physiotherapist
- Speech Pathologist
- Social Worker/Counseling
- Massage therapist
- Optometrist

These services are available at the centre on specific days and visits to the home by some, can be arranged as needed.



## Additional Services

The Cann Valley Bush Nursing Centre also arranges additional services to cater for clients with special/extra needs by arranging assessment for eligibility then using specific packages of funds such as Home care packages level 2 and 4.

The Bush Nurse can also liaise with other health agencies as needs arise.

## Complaints

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 recognised procedures.

A copy of the CVBNC grievance procedure can be obtained by contacting the centre on 5158 6210.

The service attempts to meet client's needs in a supportive and compassionate manner. Every endeavor will be made to provide an appropriate service whilst acknowledging restraints contingent upon the centre and Government Guidelines.

Communication from clients is welcome and treated confidentially and impartially by all Centre staff.

Other services are available through the CVBNC.

You may contact the Centre on 5158 6274 or 5158 6210



# Summary of the Australian Charter of Healthcare Rights in Victoria

## Your healthcare rights in Victoria

The Australian charter of Healthcare Rights describes the rights of patients and other people using the Australian healthcare system. This summary outlines what this charter means if you are seeking or receiving care from a Victorian healthcare service. It tells you what you can expect from services, and what to do if you have a question or concern.

### Access

You have a right to the health care you need, regardless of your ability to pay, or whether you have private insurance. There are a wide range of healthcare services in Victoria. Getting the care you need may mean referral to a different service than the one you first visited.

### Safety

You have a right to safe, high quality care. Please tell staff if you have a concern about safety, or think a mistake has been made. Your right to safe, high quality care relies on open, clear communication. This means you giving your healthcare provider the information they need to treat you, and them telling you what you need to know to make decisions about your care.

### Respect

You have a right to be treated with respect, dignity and consideration. Healthcare services should ensure that you are safe, clean and comfortable, and as far as possible, should provide care in surroundings that allow personal privacy.

You have a right to be treated in a way that is responsive to your culture and beliefs.

This may include beliefs and practices around birth, illness and death, the gender of the person treating you, or your dietary requirements. You have a right to be treated without discrimination based on your race, age, gender, gender identity, sexual orientation, carer status, disability, marital status or religious belief.

### Communication

You have a right to clear, understandable information and to ask questions about your condition, treatment options, expected outcomes, side effects and costs. You have a right to seek a second medical opinion.

It is important that you give your healthcare provider relevant information, for example about your medical history or other medicines you may be taking, so they can give you the best possible care. You have a right to involve a family member, carer or chosen support person to assist you in discussions with healthcare service staff.

If you are using a government-funded healthcare service, you have the right to an accredited interpreter at important points during your care.

### Participation

You have a right to take an active role in your health care, and to participate in decisions about your treatment. You have the right to refuse treatment, although there are some circumstances in which you may be regarded as unable to give informed consent or refuse treatment.

You have a right to have your family and other carers involved in your care, and to appoint someone to make medical decisions for you, if you lose the capacity to do so.

You have a right to participate in the planning, design and evaluation of healthcare services. You can share your ideas and experiences by talking to staff, writing letters, filling in surveys or joining a community advisory committee.

## Privacy

Laws protect the privacy of your information. Sometimes your healthcare provider needs to share information with others involved in your care. Everyone involved is legally required to keep your information confidential.

You have a right to a say in what happens to your personal health information. You can restrict access to your healthcare record, but it may affect your healthcare provider's ability to give you the best possible care.

You have a right to see your healthcare record. Please tell your healthcare provider if any information is incorrect or incomplete. In some cases, you may be given only part of your record. If so, you have the right to apply under Freedom of Information laws for your complete record.

## Comment

You have a right to give positive or negative feedback, ask questions and make complaints about your care. Your healthcare provider should resolve your concerns openly and fairly.

It is always best to try to resolve concerns with your healthcare provider first. If you are a hospital patient, and are unsatisfied with your doctor or treatment team's response, you have a right to speak to the hospital's patient representative.

If you are not satisfied with how your healthcare service or patient representative is responding to your concerns, you have a right to complain to the Victorian Health Services Commissioner. Details about a range of other complaints, support and advocacy organisations are also available.

## More Information

Visit [www.patientcharter.health.vic.gov.au](http://www.patientcharter.health.vic.gov.au) to learn more about how the Charter works in Victoria. You can also contact the Health Complaints Commissioner at [hcc.vic.gov.au](http://hcc.vic.gov.au) or by calling 1300 582 113.



## Comment, Complaint or Compliment Form

Feedback is a  comment       complaint       compliment

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?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

We would like your comment regarding this publication.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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.

