

# CLIENT BROCHURE



Quality Community Care





## WELCOME TO SOUTH EASTERN COMMUNITY CARE

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Thank you for choosing South Eastern Community Care (SEC Care) as your service provider.

SEC Care is a proud Tasmanian not-for-profit organisation that provides quality community care to people of all ages.

SEC Care has supported people to live independently in their homes and community for over 45 years

We offer a range of flexible in-home care, community support and centre-based services to people who require assistance in Southern Tasmania.

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Helping our communities  
enjoy the life they want  
to live.





# Quality Community Care

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## ELIGIBILITY FOR SERVICES

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Access to all services and programs is by referral from health professionals, referral agencies or by self-referral. If you are seeking assistance with the referral process, call us today on (03) 6269 1200 to discuss your options.

### **Government subsidised services**

SEC Care is an approved provider of a number of government subsidised services, including the following:

#### **Home Care Packages**

Our government subsidised Home Care Packages assist people to remain happy and healthy in their homes. Under the Consumer Directed Care model, Home Care Packages are created with clients to suit their individual needs and goals. To speak to one of our coordinators about Home Care Packages, call reception on (03) 6269 1200.

#### **Home and Community Care (HACC) Services**

At SEC Care, we accept referrals for HACC services for people under 65. Eligibility for HACC services are directed and determined through or by Tasmania Carepoint (1300 769 699).

#### **Community Home Support Program (CHSP) Services**

At SEC Care, we accept referrals for CHSP services for people over 65. Eligibility for CHSP services is through referral, which can be submitted through the My Aged Care Portal online at [www.myagedcare.gov.au/referral](http://www.myagedcare.gov.au/referral) or by calling 1800 200 422.

#### **Veterans' Services**

SEC Care provides two services to Veterans:

**DVA Nursing** – Veterans are required to contact their General Practitioner for a referral to be provided with SEC Care nursing services.

**Veterans Home Care** – Veterans are required to contact VHC Regional Assessment Agency on 1300 550 450 for an assessment prior to home care services being provided by SEC Care.



## Quality Community Care

### **Brokered services and private clients**

Brokered services and private clients are available on request. Services can be provided by SEC Care or via a contractual arrangement with clients or their carer, and other agencies.

If you are seeking a government subsidised service, call us today on (03) 6169 1200 to discuss your options.

After SEC Care receives a service referral, we will organise an initial visit to arrange a plan of care to meet your assessed needs. Priority is given to clients with the greatest assessed need.

The full range of services provided by SEC Care is detailed in our Service Brochure, or further detailed information is available on request.



## TIMES OF SERVICE

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### **Community nursing**

Visit times will vary for nursing visits. New clients are added to the workload daily and some people will have specific needs that take priority over other clients. Where possible and if requested, the nurse will call you to give an approximate time of arrival.

### **Home care services**

**Personal care** – personal care is a scheduled service with approximate visiting times. Where possible, SEC Care will endeavour to provide personal care in the morning if this is preferred.

**In-home respite** – In-home respite is a scheduled service with approximate relief times. Every effort will be made to schedule visits that meet carer needs.

**Social support and domestic assistance** – While this is a scheduled service, it is difficult to offer precise times. Your home support worker will be scheduled for either a morning or afternoon visit.

### **Respite for carers at SEC Care Day Centres**

This service provides respite to carers at one of our Day Centres. SEC Care Day Centre operating times vary – please refer to the Day Centre brochure for accurate information.

If a client is unable to attend a booked Day Centre visit, please advise the office at your earliest convenience to ensure services are cancelled.





## Quality Community Care

### **Community Transport for non-urgent medical appointments**

This is a scheduled service with accurate pick-up times. This service is subject to the availability of SEC Care volunteer drivers.

### **Cancellation of services**

Late cancellations or absent client visits are at a cost to SEC Care. Depending on the circumstances, clients may incur a visit fee.

A late cancellation is when a service visit is cancelled after 5.00pm on the day prior to a scheduled visit. Unless the cancellation is due to an emergency, services may not be rescheduled.

### **Public Holidays**

Most services will not be provided on public holidays unless prior arrangements are made by a Program Manger, Community Nurse or Care Coordinator.



## RIGHTS AND RESPONSIBILITIES

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As a client, you have the right to:

- be treated with dignity and respect
- be involved with decisions relating to your care
- have care provided without discrimination
- be provided with an interpreter if required
- refuse consent for care/or sharing of information
- complain without fear of being disadvantaged
- be involved with the development of your care plan
- access your personal files.

As a client, your responsibilities are to:

- treat all staff with courtesy and respect
- provide accurate information for the planning of your care
- where possible, be actively involved in you care
- keep to the agreed plan arrangements
- ask questions to clarify anything not understood
- notify the office if visit times need to be altered or when you are not going to be home
- provide a safe and smoke free working environment for staff or volunteers visiting your home
- pay accounts promptly.

A withdrawal of our services may occur in consultation with a client or their advocate if:

- a safe working environment for staff attending to care in the home has not been provided, in accordance with Work, Health and Safety (WHS) legislation
- the client no longer requires care
- the client is repeatedly not home for services.



## Quality Community Care

### SPECIAL NEEDS GROUPS

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SEC Care has processes in place to assist eligible clients and carers from the following groups to access services:

- non-English speaking backgrounds
- people from culturally and linguistically diverse (CALD) backgrounds
- Aboriginal and Torres Strait Islander descent
- people living in rural and remote areas
- people with dementia or mental health related conditions
- the financially disadvantaged
- people who are homeless
- care leavers.



## WORK, HEALTH AND SAFETY (WHS)

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SEC Care is committed to providing a safe, healthy working environment for all clients, staff and volunteers.

Please acknowledge that:

- All procedures and tasks performed are in alignment with the wellbeing of clients, SEC Care staff and volunteers.
- All employees have the right to a healthy and safe working environment and therefore should not be expected to place themselves at risk of injury at work.
- From time to time, some activities and routines may need to be adjusted to take into account the WHS or rehabilitation needs of SEC Care staff and volunteers.
- WHS regulations may result in some requests for services being delayed until the home environment is safe for all parties involved.
- For clients who receive domestic assistance, SEC Care requires that cleaning products are selected from the list in the brochure, 'Safe cleaning products for your household'.
- An effective mop and a working vacuum cleaner to aid the worker in the duties to be carried out must be provided.
- In the interests of providing a safe working environment and in accordance with WHS legislation, SEC Care request that clients, their family or visitors refrain from smoking whilst SEC Care staff are in a client's home.
- Please do not ask Community Support Workers to undertake any of the following tasks as they can only be performed by your Community Nurse:
  - administration of medication
  - dressings or treatments
  - operation of medical equipment, e.g. syringe driver, catheters, etc.





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- SEC Care staff are not permitted to:
  - use a client's bank card and password to withdraw money from ATMs
  - take laundry to their own home
  - clean up after animals or visitors
  - provide services when the client is absent from the home.

### **Provision of animals during services in the home**

When staff and volunteers are providing services in a client's home, animals, in particular, dogs have to be either in another room to where you are, or put out in a back garden prior to the arrival of staff. Staff are not permitted to deliver services in the presence of an unstrained pet.



## TO ENSURE AN EFFICIENT SERVICE

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### Home visits

- SEC Care request that clients, a relative or a friend, notify the office if they will not be home for a scheduled visit. This may be due to a holiday, hospital admission, going into respite care, or even an unexpected visit to your GP.
- Following a prolonged absence, care can be resumed upon returning home. To ensure care is resumed once you return home, please notify SEC Care of your return date.
- If SEC Care is not informed of your absence, or it is a late cancellation, a fee may be incurred, as SEC Care staff still have to be paid. This does not apply if an absence is unexpected due to an emergency.
- Clients approved for domestic assistance must be present in the home during the time of service.
- If your regular Community Support Worker is on leave or absent from work, a relief worker will be allocated. Clients will only be informed of this change if the time frame or day differs from the normal scheduled service.

### Contacting staff

SEC Care staff and volunteers are not permitted to provide personal phone numbers to clients. In relation to this, clients are not to phone staff on their private phone numbers. Messages for specific staff and volunteers are to be left at the office to be passed on.

### Keys

SEC Care staff and volunteers are not permitted to accept a key to a client's house. SEC Care encourages the use of key safes for personal safety and security.

### Money handling

If a Community Support Worker handles money for clients, a money handling form is to be used to document the amount spent and change given, along with a receipt to ensure there is no misunderstanding.



## Quality Community Care

### PRIVACY, CONFIDENTIALITY & ACCESS TO YOUR INFORMATION

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#### **Privacy**

Anonymous information collected from clients is used by Tasmanian and Federal Government funding providers to evaluate the effectiveness of their services. Information is not shared with others unless permission is given by the client, carer or their advocate.

#### **Confidentiality**

SEC Care manages each client's personal information in compliance with the Privacy Act 1988. Details about clients are kept confidential. SEC Care is committed to protecting and maintaining the privacy, accuracy and security of each clients personal information.

#### **Access to your information**

Clients have the right to access their files. Upon written request, the client or their advocate can request to see the file. The request should be directed to the Chief Executive Officer, along with at least one week's notice of intention.

#### **Advocacy**

Clients may wish to have family or friends present at any time for support, to speak on their behalf or to express their views. If this is not possible, Advocacy Tasmania has advocates employed to assist all Tasmanians. Advocacy Tasmania works to assist older people, people with disabilities and their carers to protect and promote their rights and interests. To speak to someone directly, phone: 1800 005 131 (freecall).



## SEC CARE RESOURCES

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### **SEC Care information kiosk**

SEC Care has an information kiosk located at our office at 12 Somerville Street, Sorell. Guided by SEC Care staff, clients can access helpful resources and information via the internet. To schedule an appointment, call our office on (03) 6269 1200 or walk in during kiosk hours (Monday – Friday, 9:00am – 3:00pm).

### **Annual Report**

A copy of the latest SEC Care Annual Report is available on request, or on our website – [www.secommunitycare.com.au/publications/](http://www.secommunitycare.com.au/publications/).

### **Commendations**

SEC Care staff and volunteers welcome positive feedback on the services we provide. Staff and volunteers are advised of any commendations they receive from clients. Commendations can be verbally received over the phone, or mailed to our office at 12 Somerville Street, Sorell TAS 7172.

### **Feedback form**

SEC Care encourages clients to give feedback wherever possible. If you have feedback you wish to give SEC Care, a feedback form can be posted to you on request. To receive a feedback form, call reception on (03) 6269 1200).





## Quality Community Care

### **Complaints or suggestions regarding your services**

Clients have the right to make a suggestion or complaint without fear of losing their services or encountering any disadvantage. If you have a complaint or concern, you have the right to discuss it with your Community Support Worker, Community Nurse, Care Coordinator or the Chief Executive Officer. The issue raised will be investigated and appropriate action will be taken to resolve your concerns.

All complaints are taken seriously and handled confidentially. If you are uncomfortable with addressing the issue personally, an advocate may act on your behalf. Should you feel the outcome of your suggestion or complaint was unsatisfactory, contact can be made with the Health Complaints Commissioner Tasmania on 1800 001 170 or the Aged Care Complaints Commissioner on 1800 700 600.

Complaints, suggestions and commendations are used to maintain and improve the quality and standard of SEC Care services and community involvement.



## APPEALS

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SEC Care has an appeals process in place if clients, carers or their advocate are not happy with a service provision decision. Please contact your Care Coordinator or our Chief Executive Officer if you would like to appeal a decision made by SEC Care.

## FEES FOR SERVICE

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A fee applies for most services as defined by Tasmanian and Federal Government guidelines. The fees for different programs vary based on your level of servicing and your individual circumstances.

Fees will be discussed on admission to the service.

Accounts are sent out monthly in the first half of each month. The account information you receive includes your statement (the total owed for the month) and your invoice (a summary of your year-to-date services and transactions).

Fees for Veteran's Home Care are set by the assessment agency and will be discussed when you commence services with SEC Care. There is no fee for Veteran's Clinical Nursing Care.

## PAYMENT OF ACCOUNTS

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Account can be paid by direct debit, BPAY or by calling our office on (03) 6269 1200. You can also pay in person at our office at 12 Somerville Street, Sorell TAS 7172.



## Quality Community Care

### WILLS/LEGAL DOCUMENTS

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SEC Care staff and volunteers are not permitted to witness the signing of a client's will or any legal documents.

### ITEMS OF APPRECIATION

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SEC Care is a non-government benevolent association and has a 'Gift Fund' for receiving donations from the public. Tax-deductible donations, are very much appreciated, and are used to enhance client services. Donations can be made via the office or direct debit.

### ITEMS OF APPRECIATION

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Clients or their families are discouraged from giving gifts to staff. It is requested that:

- Monetary gifts to individual staff are not offered as staff are not allowed to accept cash.
- Small gifts such as sweets, biscuits, flowers, vegetables or other relatively inexpensive items may be given, but limited to special occasions.
- Valuable gifts, especially jewellery should not be given without prior discussion with SEC Care Management.
- Staff may accept a cup of tea to consume whilst working but should not stop for a break during the allocated work time except for when providing In-Home Respite.



## SEC CARE VOLUNTEERS

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SEC Care volunteers provide a valuable service and make a positive difference to the SEC Care community. Many of our organisation's services are dependent upon the support and availability of dedicated volunteers.

SEC Care volunteers provide assistance at our Day Centres and facilitate transport through our transport services. The time committed to volunteering is the choice of the volunteer, and can be weekly, fortnightly or even just once a month.

## MORE INFORMATION ON SEC CARE

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Brochures and further information regarding SEC Care and our services is available on request by phoning our office on (03) 6269 1200.

You can also find information about SEC Care by visiting our website – [www.secommunitycare.com.au](http://www.secommunitycare.com.au) or our Facebook page – [www.facebook.com.au/secommunitycare](http://www.facebook.com.au/secommunitycare).











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Helping our  
communities  
enjoy the life  
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## SOUTH EASTERN COMMUNITY CARE

### OFFICE HOURS

Monday - Friday • 8:30am - 4:30pm

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12 Somerville Street, Sorell TAS 7172

Phone - 6269 1200

Fax - 6269 1208

Email - [mail@secommunitycare.com.au](mailto:mail@secommunitycare.com.au)

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



# SERVICING

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## SOUTHERN TASMANIA

## Quality Community Care