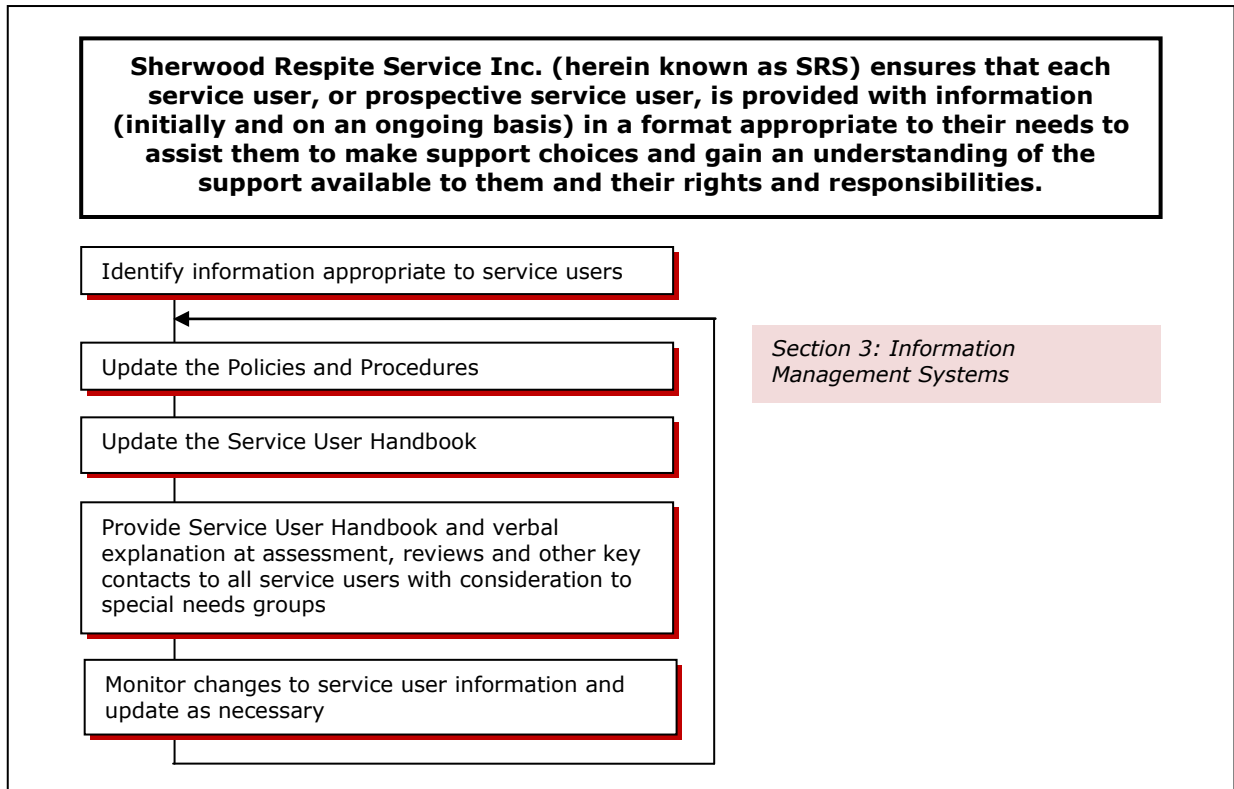


INFORMATION PROVISION



FORMS AND RECORDS

Service User Handbook

Shared Drive

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Approved by: Management Committee

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14.1 Service User Handbook

The Coordinator is responsible for producing and maintaining the [Service User Handbook](#) and ensures that any service users or service users supports/family are given a copy at their initial assessment and when information changes. In addition, the Assessment Officer ensures that the information in the Handbook is reviewed with service users at their reassessment.

Where a service user is not able to understand and/or read English; a family member, staff person or the Telephone Interpreter Service is used to ensure that they understand the information contained in the Service User Handbook, and in particular, information about service user advocates and complaints.

A copy of the Service User Handbook is also provided to all support workers to ensure they are familiar with the information.

14.1.1 CHANGING THE SERVICE USER HANDBOOK

When information in the Service User Handbook changes the Coordinator:

- Updates the Service User Handbook
- Decides if it is necessary to advise existing service users of the changes and how to do so. Options include providing a copy of the updated Handbook, verbal advice or a letter advising of changes
- Advises staff of the changes through meetings and handover processes.

14.2 Content of the Service User Handbook

The Service User Handbook includes the following information:

- Overview of SRS (see 1.1 About SRS)
- Available support (see 3.4 Recording Service Delivery Information)
- Who is eligible? (see 9.2.1 Eligibility and Access to Services)
- How to access support and the intake process (see 9.1 Accessing Services)
- Assessment including promoting independence (see Section 10: Assessment)
- Support planning (see Section 11: Support Planning and Delivery)
- Reviews (see Section 12: Service User Reassessment)
- Changes to support (see 9.5.3 Change in Service User Circumstances)
- Fees, fee reductions and options for paying (see 14.4 Service User Fees)
- Keeping appointments (see 14.3.1 Appointments)
- Privacy of information including rights and requirements of the Privacy Act (see Section 15: Privacy and Confidentiality)
- Making a complaint or providing feedback (see Section 16: Complaints and Service User Feedback)
- Right to an advocate (see Section 17: Advocacy)
- Rights and responsibilities of service users (see 14.5 Rights and Responsibilities of Service Users).
- Information on Medications (see 14.5.4 Right and Responsibilities of Service Users)
- Information on Alcohol on outings (see 14.5.5 Right and Responsibilities of Service Users)

14.3 Range of Support Services

Details of the support services provided by SRS are provided in 11.3 Range of Services Provided by Commonwealth and State funding bodies.

14.3.1 KEEPING APPOINTMENTS

Support Workers work to a very tight schedule which makes it difficult to accommodate short notice changes to appointments. Except in the case of emergencies, two days notice is required of a change. The service user is informed that they may have to wait for the next scheduled visit if appointments are cancelled (as appropriate to need and services delivered).

If the service user is not home when the support worker arrives payment for that visit may be requested as SRS still needs to pay the Support Worker for the time. Service users are advised to ring the office if they are not able to keep an appointment.

Service users are advised that whilst every effort is made to deliver services to the timeframes provided, staff may arrive up to half an hour before or after the scheduled time due to factors beyond scheduling control.

14.4 Service User Fees

14.4.1 HACC FEES POLICY - PRINCIPLES¹

The following HACC Fees Policy principles address the issues of access, equity, affordability, user rights and privacy and ensure that fees generated by the HACC Program are used efficiently and for the benefit of HACC service users:

1. Inability to pay cannot be used as a basis for refusing a service to people who are assessed as requiring a service.
2. All service users assessed as having the capacity to pay are charged fees.
3. HACC funded agencies charge the full cost of the service where service users are receiving, or have received, compensation payments intended to cover the cost of community care.
4. Fees charged will not exceed the actual cost of service provision.
5. Fees are not charged in respect of services such as information, advocacy and friendly visiting.
6. The fee charged for a service is all-inclusive and cover all material used in delivery of the service.
7. The revenue from fees is used to enhance and/or expand Commonwealth and State funded services.
8. Procedures for the determination of fees are clearly documented (in these policies and procedures) and publicly available (in the Service User Handbook).
9. Procedures for the determination and collection of fees take into account the situation of special needs groups.
10. Assessment of a person's capacity to pay fees is as simple and unobtrusive as possible, with any information obtained treated confidentially.
11. Service users and their advocates have the right of appeal against a given fee determination.

The Coordinator is responsible for monitoring fee and fee policy changes set by the Commonwealth and State funding bodies and for revising the information in this section of the Policies and Procedures and advising service users of the revisions.

¹ Department of Health Western Australia 2010 *WA HACC Manual* Section 9 Fees

14.4.2 FEE SCHEDULE

Fees charged for support services provided by SRS are set in accordance with the relevant fees policy (as above) and are revised periodically. Current fee levels are shown in the SRS Service User Handbook.

14.4.3 FEE REDUCTION

SRS recognises that some service users have a limited capacity to pay for support; however, the payment of a fee for service by service users who have the capacity to pay is endorsed. People who are assessed as being in need of support are eligible to receive support, regardless of their capacity to pay. Service users are informed of fee reductions in the Service User Handbook.

In assessing service users' ability to pay for support the following applies:

- Service users can nominate whether they wish to be considered for a fee reduction.
- To assist service users, their general household circumstances are determined (whether they live alone, are part of a couple or family living together, live in a household of unrelated people or are in some other circumstance)
- The Assessment Officer takes into account any exceptional and unavoidable expenses the service user may have, such as high pharmaceutical expenses
- In cases of hardship or where service users request assistance, the fee can be reduced or waived at the discretion of the Coordinator. Service users are advised and reassured that support will not be refused or withdrawn if they are unable to pay the fee
- Service users are advised of the result of their application for a fee reduction within 15 working days from receipt of the request.
- The Coordinator makes the decision.

14.4.4 REFUSAL TO PAY

Service users are sent reminders if they do not pay as arranged or if invoices are not paid in a timely manner. If a service user is identified as being in arrears, without prior arrangement, Administration contacts the service user or their representative to discuss the matter.

Should the invoice remain unpaid, a meeting is organised and the service user is advised that they can have an advocate with them for this meeting. A payment plan or other arrangements are made to assist the service user to meet their responsibilities regarding fee payment. Service user financial circumstances are reassessed at this time.

If, after consultation the service user refuses to pay, they are provided with a letter outlining the action that will be taken by SRS.

14.4.5 APPEALS ON FEES

Service users can advise the Coordinator that they wish to appeal a fee determination. The Coordinator explores and documents the reasons for the appeal. Service users are also encouraged to provide written information to support their appeal. The Coordinator reviews the documentation and may meet with the service user and/or their representative to discuss the appeal.

The decision of the Coordinator is final and is communicated to the service user in writing within 30 days of the date of appeal. If the service user or representative wishes to further appeal the decision, they may refer the matter to the Management Committee for decision.

No service user will be disadvantaged or penalised as a result of lodging an appeal and if appropriate, fees will be reduced while the appeal is being considered.

14.4.6 PAYING FEES

The method for paying fees is discussed at screening and options are:

- A cash payment of day(s) of attendance at the day centre

- On account with invoices issues monthly

Cash Payments

Service Users attending the day centre pay the daily fees (as organised at the time of screening) on the day they attend the centre. Fees are collected by the support staff with a minimum of two (2) support staff monitoring the collection of fees.

Invoices

Invoices are issued at the beginning of the following month by the Administration. Administration also follows up on outstanding invoices in consultation with the Coordinator. Service users unable to pay can request a fee reduction or waiver (see 14.4 Service User Fees).

Fee payments

Service users can pay their contribution for services by cheque, cash or direct debit. Service users who choose to pay by direct debit are provided with account details on the invoice and asked to quote their invoice number with their payment.

Service users can pay their fees:

1. To staff in the SRS office
2. By post
3. By EFT or
4. Direct bank deposit.

The necessary information for fee payments is included in the [Service User Handbook](#).

Fees processing

Fees are processed as follows:

1. A receipt is issued to the service user for fees received
2. Fees paid directly to the SRS office are recorded in the Client Management System against the service user by the Administration.
3. Fees paid by cheque are received by Administration, receipted, entered into the Client Management System and banked on a weekly basis.
4. Fees paid by direct debit are managed and entered into the Client Management System by the Administration.

End of month check

At the end of each month the Administration prepares a report on fees to check that no services have been charged twice and that all fees are appropriate and correct.

14.5 Rights and Responsibilities of Service Users

Service users are the focus of SRS operations and it is important that their rights are acknowledged and promoted at every opportunity and that they are aware of their responsibilities as service users. Information on rights and responsibilities is included in the Service User Handbook.

14.5.1 SERVICE USER RIGHTS²

Service users have the following rights:

General

- To be treated and accepted as an individual, and to have their individual preferences respected
- To be treated with dignity, with their privacy respected
- To receive support that is respectful of them, their family and home
- To receive support without being obliged to feel grateful to those providing their support
- To full and effective use of all their human, legal and consumer rights, including the right to freedom of speech regarding their support
- To be treated without exploitation, abuse, discrimination, harassment or neglect.

Participation

- To be involved in identifying the support most appropriate for their needs
- To choose the support and services that best meet their assessed needs, from the support able to be provided and within the limits of the resources available
- To participate in making decisions that affect them
- To have their representative participate in decisions relating to their support if they so wish or if they do not have capacity.

Support

To receive reliable, coordinated, safe, quality support which is appropriate to their assessed needs

- To be given before, or within 14 days after they commence receiving support, a written plan of the support that they expect to receive
- To receive support as described in the plan that takes account of their lifestyle, other care arrangements and cultural, linguistic and religious preferences
- To ongoing review of the support they receive (both periodic and in response to changes in their personal circumstances), and modification of the support as required.

Personal information

- To privacy and confidentiality of their personal information (see Section 15: Privacy and Confidentiality)
- To access their personal information (see 15.2 Service Users Right to Access Information).

Communication

- To be helped to understand any information they are given
- To be offered a written agreement that includes all agreed matters
- To choose a person to speak on their behalf for any purpose (see Section 17: Advocacy).

Comments and complaints

- To be given information on how to make comments and complaints about the support they receive
- To complain about the support they receive, without fear of losing the support or being disadvantaged in any other way
- To have complaints investigated fairly and confidentially and to have appropriate steps taken to resolve issues of concern.

² Australian Government Department of Health and Ageing 2010 *Charter of Rights and Responsibilities for Community Care*

(See Section 16: Complaints and Service User Feedback.)

Fees

- To have their fees determined in a way that is transparent, accessible and fair
- To receive invoices that are clear and in a format that is understandable
- To have their fees reviewed periodically and on request when there are changes to their financial circumstances
- Not to be denied support because of their inability to pay a fee for reasons beyond their control (see 14.4 Service User Fees).

14.5.2 SERVICE USER RESPONSIBILITIES³

Service users also have the following responsibilities that they are made aware of:

General

- To respect the rights of support workers to their human, legal and industrial rights including the right to work in a safe environment
- To treat support workers without exploitation, abuse, discrimination or harassment.

Support

- To abide by the terms of the written agreement
- To acknowledge that their needs may change and to negotiate modifications of support when their support needs do change
- To accept responsibility for their own actions and choices even though some actions and choices may involve an element of risk.

Communication

- To give enough information to assist the approved provider to develop, deliver and review a support plan
- To tell the approved provider and their staff about any problems with the support.

Access

- To allow safe and reasonable access for support workers at the times specified in their support plan or otherwise by agreement
- To provide reasonable notice if I do not require a service.

Fees

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

14.5.3 SECURITY OF TENURE

Service users have a right to security of tenure to their support services and can expect to continue to receive support unless their needs change significantly and SRS is no longer able to meet their needs or if delivering support puts SRS staff at risk (see 9.5 Termination, Withdrawal or Change in Services).

³ Ibid

14.5.4 SERVICE USER MEDICATIONS POLICY

Legislation:

- Standard for the Uniform Scheduling of Drugs and Poisons (SUSDP) published by the Australian Government under the Therapeutic Goods Act 1989
- The Health (Drugs and Poisons) Regulation 1996 (the regulation) (*copy is Held on the Home drive under policies and procedures and Legislation.*)

Procedure

Sherwood Respite Service Inc. (SRS) promotes maintaining our client's independence at all times. Staff at SRS is bound by the Health (Drugs and Poisons) Regulation 1996 and can only assist people with medications in very specific ways. Medications include all tablets, eye drops, vitamins, paracetamol, sprays and creams. No medications are stored at SRS overnight. If the individual's attendance at SRS is dependent upon the taking of medication, the following procedures must take place:

- Medications at all times remain on the person of the client requiring the medication when the administering of such medication is to be by the client.
- Should the assistance of staff be required to aid with the mechanics of removing the medication from the pharmacy packaging, staff will only adhere to the directions on the pharmacy packaging? The following guidelines must be adhered to:
 - (a) Medication must be clearly labelled – name, medication, time to be taken, dosage
 - (b) Any medications brought to the Cottage must be either in a Webster pack or in the original container/box dispensed by the pharmacist that have full instructions regarding the client's name, contents and administration details.
 - (c) Staff is unable to assist with any medications sent to the Cottage in an envelope/plastic container etc.
 - (d) Staff is unable to dispense "over the counter" medications
 - (e) Should a client purchase "over the counter" medications that they require the assistance of staff to assist in the removal of medication from pharmacy packaging, they must ensure that the chemist has put a pharmacy label on the medication stating the client's name, type of medication and specific times for administration by the client.
 - (f) Staff cannot assist with medications labelled "as required" or "PRN" as staff is not trained medical personnel.
- Staff can assist the client to remove the medication from pharmacy packaging under the directions on the label attached to the dispensed medicine's container given by the client's carer. Staff cannot assist with the removal of medication from pharmacy packaging for more than is prescribed on the label if the client asks for it, without a letter from the Doctor advising that the medication is allowed to be used by the client more than the prescribed amount on the box.
- Medication dispensed is to be dispensed per the container provided by the carer or client by one Respite Care worker with a second Respite care worker in attendance to check the medications.
- The Coordinator will make contact with the individual's doctor if a person experiences an adverse reaction to any medication.
- Staff is available to open a client's dispensed medication container and take out the required dose of medication to assist the person to take the medication as directed by the label but this assistance can only be provided following a request for help. That is, the client must make a clear instruction for help. It is not considered necessary for the request to be made on every occasion. The request should occur at the time of the initial assessment and as such should be documented in the individual's service delivery plan.
- Any tablets or capsules taken should be swallowed whole unless the pharmacist advises otherwise.
- A client's current medication list will be maintained on the client's file and reviewed periodically.

14.5.5 SERVICE USER ALCOHOL POLICY

SRS, Management Committee, Volunteers and Staff is committed to ensuring the rights of all individuals who receive support from the organisation are upheld, that the organisation meets its duty of care obligations to staff, service users and visitors and attends to its responsibilities under Workplace Health and Safety legislation.

The organisation respects the rights of service users to choose to partake of alcoholic beverage/s and those who choose not to. The organisation has a duty of care to ensure that the person choosing to partake of alcoholic beverages act responsibly, do not endanger themselves or others, and do not cause any harm to themselves or others.

The organisation is committed to providing pleasurable activities for all service users, including activities where the consumption of alcohol is usual practice. The organisation has responsibilities under workplace health and safety legislation and duty of care obligations to ensure that all staff, volunteers and service users have their rights upheld and that the potential risk of them being subjected to any behaviour they may find demeaning, offensive or dangerous, due to the indulgence of alcohol by any person in the care of the Sherwood Respite Service In, is minimised.

To that end, service users, volunteers and staff of the organisations services must adhere to the following policy on the consumption of alcohol.

- The Coordinator has the responsibility and authority to ensure that the policy on the consumption of Alcohol is adhered to by service users, volunteers and staff, and may delegate the responsibility during her absence.
- Salaried and volunteer staff is not permitted to consume alcohol during the hours of their employment.
- Staff is required to follow the instructions of the consumer's medical practitioner or carer, concerning the consumer's consumption of alcohol, while they are in the care of Sherwood Respite Service Ind'
- Service users are required to report to the coordinator any changes to health or medication, which could be effected by alcohol consumption.
- In order to carry out the organisations duty of care obligations, staff is not permitted, under any circumstance, to purchase on behalf of, or provide to service users, more than three (3) standard alcoholic drinks. Disciplinary action will be taken against any staff member who fails to adhere to this policy.
- In order to assist the organisation to comply with its duty of care obligations to service users, volunteers, staff and visitors, service users choosing to partake of alcoholic beverages are required to limit their alcoholic consumption to up to three (3) standard drinks, while in the care of SRS.
- Service users who are unable to purchase or obtain alcoholic drinks due to issues arising from their mobility, may request a staff member to purchase on their behalf, or provide to them, up to three (3) standard alcoholic drinks.
- Service users who do not follow this policy could have their attendance at functions and activities, where alcohol is available or sold, reviewed.
- The coordinator is to ensure that a copy of this policy is made available to all service users and their service users supports, volunteers and staff and is responsible for ensuring that all service users and their service users supports, volunteers and staff is aware of its content.

14.6 Other Requests for Information

If a service user requests support to gain further information regarding service provision, supports available or other related services, SRS staff will assist them to access this information.

14.7 Monitoring Information Provision Processes

Information provision processes and systems are regularly audited as part of the SRS audit program and staff, service users and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made (see [Corporate Calendar](#) and Section 5: Continuous Improvement).