



SERVICE

POLICIES & CONSENTS

Supports Provider:
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Service Charter

We ensure that the intent of the following principles is implemented in the course of service delivery:

- All people have the right to respect for their human worth and dignity.
- All people have the right to be free from discrimination, abuse or neglect and receive services that respect and promote their legal and human rights.
- All people have the right to full participation in society equal to all other people, according to their individual and cultural needs and preferences.
- All people have the right to make their own decisions on how they live their lives.
- All people should be able to access or be supported to access information on their rights and exercise them.
- All people have the right to receive services that maintain the privacy of their personal information in line with relevant legislation.
- Gender equality.
- Active partnerships between services and people with disability; and, where appropriate, their families, friends, carers and/or advocates.
- Our “duty of care” and legislated responsibilities for participant safety may take precedence over confidentiality under certain circumstances (e.g. subpoena)
- When a participant cannot make a critical decision without assistance about their best interests, the family may provide informal support to make the decision. Sometimes, we will seek guidance and support from external agencies to assist with this process.
- In the case of any disagreement about what constitutes the best interest of the participant or particularly critical decisions, a legally appointed guardian with the specific decision-making function may be required to give or withhold consent.
- Sometimes, there are disputes between families, legally appointed guardians, and service providers relating to what is in the best interests of participants who cannot make decisions. If these cannot be resolved through discussion, and a decision is required, it will be made by the legally appointed guardian with the specific function.
- Families and carers have the right to make choices and be involved in decisions about all aspects of services offered in cases where the participant is a child.
- Participants have a right to be consulted directly about decisions that impact them in age-appropriate ways.
- We are committed to providing each person using a service with information and support in a language and communication method that enables the participant to understand and exercise their legal and human rights both within the service and in the broader community.
- We are committed to undergoing further training and training for potential staff on the importance of recognising and respecting the legal and human rights of people who use the service.
- We are committed to undergoing further training and training for potential staff that ensures they are skilled in identifying and addressing risk factors and in responding effectively and proactively to allegations of abuse or assault.



Complaints Policy

We are committed to managing complaints in an accountable, transparent, timely, direct and meaningful way.

We support and encourage the rights of our

- participants,
- their families and carers,
- advocates and
- other stakeholders

to lodge and pursue any complaint about any aspect of the company or its operations.

HWH is committed to the following complaints management principles:

- Assisting people to make a complaint in whatever way is meaningful for them and in a language or communication method appropriate to the Participant.
- Complaints can be lodged without fear of retribution.
- Protect the confidentiality and privacy of complainants.
- Complaints are assessed fairly, objectively, and professionally.
- Openness and accountability.
- Complaints are resolved promptly.
- Ensure the application of procedural fairness and natural justice for all involved.
- Encourage the development of harmonious partnerships.
- Integrate complaint information into the organisation's improvement process. We expect that most complaints or feedback will be able to be addressed and responded to by the people directly involved or at a service and/or Manager.

However, where complaints require investigation or more formal review, we will ensure that sufficient resources are allocated to ensure that complaints are proficiently managed and investigated. We will only assign suitably skilled professionals to analyse and manage complaints. If required, we will refer to or seek guidance from external agencies, such as the Ombudsman.

Management Stages

1. Acknowledgment of receipt of the complaint
2. Complaint assessment.
3. Investigation of the complaint.
4. Complaint response.
5. Communicating the decision; and
6. Complaint closed.

Making a Complaint.

An easy way to file a complaint is to fill out our Complaints Form at <https://bit.ly/HWHComplaints>



Incidents Policy

As part of our commitment to the highest levels of support for you, we wish to be continually informed of any incidents where you or someone you observed

- may be put at risk
- got hurt or had a “near-miss”
- something happened that made you feel uncomfortable

We are committed to responding to any incident raised in an accountable, transparent, timely and direct way.

We support and encourage our

- participants,
- their families and carers,
- advocates and
- other stakeholders

to lodge and pursue any observed or experienced incident relating to any aspect of your service.

HWH is committed to the following management principles:

- Assisting people to report incidents in whatever way is meaningful for them and in a language or communication method appropriate to the Participant.
- Incidents can be lodged without fear of any negative consequences.
- Help you to appoint an advocate to support you
- We protect the confidentiality and privacy of those that bring the incident to our attention.
- Incidents are assessed and resolved speedily, professionally and objectively
- We integrate any incident reported into our improvement process. We expect that most incidents will be able to be addressed and responded to by the people directly involved or by us.

Some incidents require further investigation or more formal review to prevent reoccurrence. We will ensure that sufficient resources are allocated to ensure that they are proficiently managed and investigated and will only allocate suitably skilled professionals to investigate and manage such incidents.

Management Stages

1. Confirming receipt of the Incident Report
2. Incident assessment.
3. Investigation of the Incident.
4. Incident response.
5. Incident resolution notification; and
6. Incident closed.

Report an Incident

An easy way to report an incident that you experienced or a complaint is to fill out our Incident Report at <http://bit.ly/HWHIncidents>.



Participant's Rights and Responsibilities

Participants have the right to

- Respect their human worth, dignity, and privacy
- Participate fully in the life of their community
- Be informed about available services/programs provided by HWH and how to participate in and contribute to the decision-making
- Have services and supports to match their ongoing needs and goals
- Have services and supports provided by appropriately qualified employees
- Be consulted about their needs and preferences
- Request to have their service provider changed
- Involve an advocate of their choice
- Have someone to speak on your behalf
- Have control over their own lives and have a say in the provision of services that affect them including participating in decisions concerning the type of support/assistance provided and the way it is provided.
- Appropriate support/assistance that is flexible in response to their changing needs and priorities.
- Access to quality services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality, or age and in a language or communication method that suits everyone.
- Expect support/assistance that is reliable, of high quality, and culturally and linguistically relevant.
- Privacy and confidentiality.
- View any information about them held by us in their files (and to amend any incorrect information).
- Express grievances and seek redress without fear of it affecting decisions relating to the assistance they receive and be supported where necessary through this process.
- Have complaints or grievances about service provision heard and dealt with fairly and objectively.
- Refuse a service/support (and refusal should not prejudice their future access to services).

Participants accessing our support have a responsibility to

- Respect our staff, volunteers and other people using the service, their families, and carers.
- Respect the rights of others, including their rights to confidentiality and privacy.
- Inform us of all support needs.
- Inform us of any health, behavioural or well-being issues.
- Proactively participate in developing, implementing and reviewing person-centred support plans and schedules.
- Communicate any changes in circumstances and/or needs.
- Promptly pay any fees. This generally only applies to self-managed Clients.
- Inform us as early as possible when support is not required.
- Act in a way that respects the rights of other Participants, our employees, and partners.
- Take responsibility for the results of any decisions they make.
- Seek a fair resolution of any complaints.



Personal Information and Privacy

- We collect your personal information to provide the required services.
 - This includes your contact and personal details and information about your health, housing, and social situation.
 - It may also include photographs and video from time to time to provide you with the appropriate level of Care Management, Services and/or equipment.
 - **You can choose** what information you provide to us.
 - We keep your information confidential and will not disclose your information to people outside the organisation, except where you have provided consent or we must do so by law.
 - On occasions, we may need to disclose personal information to other organisations or individuals. For this to occur, we will need your consent to disclose your details to external people or agencies.
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- ☐ For the provision of certain services (e.g. {Dieticians and Physiotherapists}), we engage the relevant expertise for the appropriate delivery of these services and are permitted to share this information.
 - ☐ Where additional needs are identified, we will discuss these with you and seek your additional consent to release the relevant information.
 - ☐ We may also seek your additional consent to involve external people or practices in the assessment and management processes.
 - ☐ Other details may be disclosed where we are required to do so by law.
 - ☐ You may also be more specific about what information you do not want to be shared by completing the following details

Type of Information: <i>(if not in the list, add the information you mean)</i>	Not to be shared with: <i>(e.g my brother Jim, my Parents, my Carer etc.)</i>
All or any	
Agreements	
Assessments	
Pictures or Photographs	
Medical Details	
...	
...	
...	

When additional requests for providing information are being made, we will seek your consent for each instance. This will be through a “*Consent to Share Information*” form, which will only exist for that request.



Medication Responsibility

Please tick whichever direction is appropriate: I confirm that I,

- ☐ take personal responsibility for the self-administration of the medications listed following.
- ☐ wish the visiting ☐ Nursing Service ☐ Allied Health Professionals to take responsibility for administering medications.
- ☐ as a relative or advocate for the above participant, take responsibility for administering medications.
- ☐ wish HomeWise Health to be responsible for administering all medications via a Webster Pack.

Authority for Outings

I give permission for the Carer, Registered Nurse or Manager to take me, when requested.

- If the Carer's vehicle is used (in place of the participant's vehicle), a travel record must be kept.
- A rate of \$0.95 per kilometre will be charged, or as otherwise specified in the Service Agreement, and the carer will be reimbursed upon submission of the appropriate documentation.

Our Advocacy Commitment

HWH is committed to ensuring that all incidents and complaints are resolved to our client's satisfaction and providing the necessary support to resolve the problem. Where a client does not feel able to express their concern adequately or is perhaps intimidated by the process, HWH is committed to supporting the use of an advocate to express their wishes and to act on their behalf.

- We are committed to your right to be supported by an advocate.
- HWH will support you if you choose to self-advocate, change advocates, or withdraw their authority for an advocate.
- if you need an advocate and a family or carer cannot provide it, we will attempt to introduce an advocate chosen by you.
- if you request one of our carers to be an advocate, their authority to act is recorded along with the issues important to you and your goals.
- We will work with the advocate chosen by you and involve the advocate in all areas of your service planning and decision-making.
- We will document whenever an advocate assists you.

To learn more about the role of advocates, your right to use advocates and advocacy services, and how to contact and involve advocacy agencies go to <http://bit.ly/HWHAdvocacy>.



Consents

Document	Reviewed/ Explained <i>(please tick)</i>
Service Charter	<input type="checkbox"/>
Complaints Policy	<input type="checkbox"/>
Incident Reporting	<input type="checkbox"/>
Rights and Responsibilities	<input type="checkbox"/>
Personal Information and Privacy	<input type="checkbox"/>
Medication Responsibility	<input type="checkbox"/>
Authority for Outings	<input type="checkbox"/>
Our Commitment to Advocacy	<input type="checkbox"/>

Checklist

To ensure the person/person's authorised representative can make an informed decision about consent to the sharing of information as detailed above, the worker/practitioner should:

(please tick each when completed)

- ☐ Discuss with the participant/nominee the proposed sharing of information with other services/agencies.
- ☐ Explain that the participant's information will only be shared with these services/agencies if the person has agreed and, when referring, advise whether referral for service can still proceed if the person does not want the information disclosed.
- ☐ Provide the participant/nominee with information about rights and responsibilities, including a copy of the Services Charter and Feedback form.
- ☐ Provide the participant/nominee with a copy of this form if requested once completed.



Written

The worker/practitioner has discussed how they will work with me in delivering my support and other services, the documents indicated above and how and why certain information about me may be shared to assist in that delivery.

I understand our mutual rights and responsibilities and give my consent for my relevant information to be shared as appropriate to the delivery of the services outlined in the Service Summary.

Applicant/Participant Name:

Applicant/Participant Signature: _____

Date: ____ / ____ / ____

or

Verbal

I have discussed with the person / the person's authorised representative the documents indicated above, our mutual rights and responsibilities and why and how any information gathered may be shared to support the delivery of the services indicated in the Service Summary.

I am satisfied that this has been understood and that informed consent for the information to be shared as detailed above, has been given.

Worker/Practitioner Name:

Position: Disability Care Manager

Worker/Practitioner Signature: _____

Date: ____ / ____ / ____