



Parracare

Parramatta In-home care



Parramatta In-Home Care PTY LTD.

Trading as "PARRACARE"

ABN 78 621 895 101

Web: www.parracare.com.au

Email: info@parracare.com.au

Client Handbook

Introduction	3
Services Provided	3
Service delivery times	5
Your attendance	5
Changes to your service initiated by PARRCARE	5
Safety	5
Your Rights	8
Your responsibilities	9
Your Privacy	10
Service Agreement	11
Code of Ethical Conduct	11
Temporarily ceasing service	12
Ceasing your service	12
Reassessment of your service	12
Other members of your household	12
Appointing an Advocate.	12
Feedback and complaints	13
Contacting PARRACARE	14
Interpreters	14

Introduction

Welcome to PARRACARE. PARRACARE is a small company providing in-home care services for disabled and aged clients in the Parramatta area. The business was created by a highly experienced home-care worker who felt that a small company would allow her to provide the type of care she wanted to provide.

PARRACARE is a NDIS certified provider which allows xxx NDIS clients to contract PARRACARE for their services. Our NDIS certification has ensured that all services are provided to high quality standards.

We can also work with self managed NDIS, any client in a direct relationship. We are hoping to soon have certification to provide supports to "myagedcare" clients.

Services Provided

We list here the services PARRACARE is authorised to provide under our NDIS certification.

Assistance with daily personal Activities.

We will provide assistance with personal activities such as

- Showering and dressing.
- Feeding
- Preparing meals
- Shopping.
- House-hold cleaning

We are happy to provide these services for high-need individuals.

These tasks are covered by NDIS group codes 0104 and 0107

Assistance in participation in community social and civic activities.

We will provide respite care for carers and assistance to clients on outings such as shopping where transport is viable.

These tasks are covered by NDIS group code 0125

Development of daily living and life skills

Parracare staff will work with clients to help them expand their own ability to live their life.

These tasks are covered by NDIS group code 0117

Assistance to access and maintain Employment

Parracare staff will provide assistance to client to ensure they can access and maintain employment - such as assistance with dressing and other preparation needed to attending employment.

These tasks are covered by NDIS group code 0102

Service delivery times

Most of our services are provided between 9.00am and 4.30pm, Monday to Friday. If you have support requirements outside these general service times, please discuss your requirements with us.

We will allocate a time for your service after working with you to identify your preferences and considering the availability of the staff in your area.

The arrival time of our staff may vary as our staff can be delayed travelling from one client to the next.

If you have any concerns contact Parracare for advice within office hours.

Your attendance

All in-home services will only be provided whilst you are at home.

Changes to your service initiated by PARRACARE

At times, due to factors outside our control, we may not be able to provide your service on the nominated day or time. If this happens, we will contact you to reschedule your service.

If it becomes necessary to adjust the day or time of your service on an ongoing basis, PARRACARE will discuss this with you and provide as much notice as possible.

Safety

When our staff are in your home, both you and PARRACARE are required by the *Work Health and Safety Act 2011* to ensure they are safe.

You have a duty under the law to make sure that our staff can work in a healthy and safe environment when they are in your home.

Please ensure you::

- notify our staff of any unsafe conditions in your home
- participate in safety assessments of your home
- help with fixing any hazards found in your home through a safety assessment
- ensure your pets are controlled during service provision
- provide a smoke-free working environment
- provide a workplace for our staff that is free of racial, sexual, physical or emotional abuse
- treat our staff with dignity and respect
- tell our staff if you are unwell or cannot do things the way you usually do them
- tell our staff if your doctor has diagnosed you with a short-term infectious illness
- inform our staff if you or another household member are having chemotherapy and/or using cytotoxic medications
- provide cleaning equipment that is suitable and well maintained
- provide safe cleaning products
- ensure your personal mobility equipment and the other items you need to live independently in your home are available, well maintained and enable us to provide care safely.

We will conduct a safety check during our first service and discuss any risk we identify with you.

We will always make sure your services are available, but there may be times when we can't do certain tasks for both your safety and ours. If this occurs we will let you know and will work with you towards finding other ways to assist.

The safety of the service will be reviewed with you on an ongoing basis in accordance with work health and safety legislation.

Your Rights

As a client of PARRACARE, you are entitled to:

- be treated with dignity, with your privacy respected
- be involved in deciding and choosing the supports that best meet your needs
- be given information to enable you to make informed choices about your supports
- expect that we will consult with you about any permanent changes to your service
- receive care that takes into account your lifestyle, cultural, linguistic and religious background and preferences
- be given a written plan of the services you will receive from us
- expect confidential management of your personal information
- expect prompt responses to enquiries and complaints about the care you are receiving, including the manner in which it is being provided
- have our service agreement and this client handbook explained to you
- have your support delivered by people who are competent, qualified and experienced.
- choose a person to speak on your behalf for any purpose (we can refer you to an advocacy organisation if required).

Your responsibilities

As a client of PARRACARE we ask you to:

- respect the rights of our staff, ensuring their workplace (e.g. your home) is safe and healthy and free from harassment.
- care for your own health and wellbeing as much as you are able
- provide us with information that will help us better meet your needs
- provide us with a **minimum 24 hours** notice when you will not be home for your service
- inform us of any changes we need to make to your care plan or service agreement and provide appropriate information if required
- be aware that our staff are only authorised to perform the agreed number of hours and supports outlined in your service agreement
- provide the equipment and cleaning agents needed for us to deliver the tasks outlined in your service agreement
- pay the agreed amount for the services provided by our staff
- provide us with feedback about the service you are receiving.

Your Privacy

We collect relevant information about you to enable us to safely provide your service in a way that meets your individual needs and preferences. Your information is only shared with authorised staff who need this information to provide your service. The personal information is entered into our computer systems.

We have a legal obligation to protect the privacy of your personal information and ensure your paper and computer based records are secure.

Where we are required by law to release this information, we must do so.

You have the right to view the information we hold on you and to request updates where you believe it is incorrect. We will the information we hold as part as part of regular reviews of your services.

Service Agreement

A service agreement is an agreement between you, as the client and PARRACARE. When you sign this agreement, you are agreeing to abide by the terms and conditions detailed in the service agreement and and this Client Handbook.

If the services detailed in your service agreement do not have an end date, the agreement will remain valid until a change occurs that requires a new agreement to be prepared. A new service agreement invalidates all previous agreements.

Your services will be reviewed once a year and this agreement can be changed at any time if your circumstances change

Code of Ethical Conduct

Our staff are not permitted to:

- accept any financial rewards or gifts, including any benefits from a client's will
- provide services to you outside those detailed in the service agreement
- offer financial advice
- operate your bank account
- act as executor to your estate
- act as Power of Attorney
- sign credit card transactions, or know your personal identification number (PIN) and online bank security details
- offer to buy anything you own.

Temporarily ceasing service

You must advise PARRACARE if you need to suspend your service for any reason. Either you or your representative is responsible for letting us know that your service needs to be temporarily stopped and for how long.

Ceasing your service

You can cancel or stop your service permanently at any time without penalty. If you need service again, you can reapply at a later date.

Reassessment of your service

A reassessment or view of your care needs may be required if:

- your carer is no longer able to help you
- there is a change in your physical / medical needs or behaviour that cannot be managed while ensuring your safety and that of the people who care for you.

We will contact you to arrange a reassessment of your care needs and will discuss the outcome of that reassessment with you.

Other members of your household

Your service is to meet your individual needs.

If there are other members of your household who require services, they should contact us to discuss their individual support needs.

Appointing an Advocate.

If you wish, you may nominate someone else to advocate on your behalf with Parracare. You will need to formally nominate your advocate. We can provide you with an appropriate form and, if decided, a last of advocacy services.

Feedback and complaints

If you have any issues with your service, please talk to our staff member or contact us directly. A client feedback form is included in your pack and can be downloaded from our website, or obtained directly from a staff member.

You maintain your rights under relevant laws, such as consumer and contract laws.

The NSW Ombudsman handles complaints about community and disability service providers in NSW. Complaints can be made to the Ombudsman if a service provider has acted unreasonably in the way they manage a service, denied access to a service, withdrawn and/or changed a service. The contact details for the Ombudsman are below:

[https://www.ombo.nsw.gov.au/what-we-do/our-work/
community-and-disability-services](https://www.ombo.nsw.gov.au/what-we-do/our-work/community-and-disability-services)

Level 24
580 George Street
Sydney NSW 2000
Email: nswombo@ombo.nsw.gov.au
02 9286 1000

Contacting PARRACARE

You can contact Parracare in various ways.

Web Site: www.parracare.com.au

Email: info@parracare.com.au

Phone: 1300 727 722

Mail:

Interpreters

Parracare staff have skills of various levels in a range of community languages, including Fijian Hindi, Hindi, Urdu, Gujarati and Tamil. We also have interpreting services available via the Translating and Interpreting Service (TIS National) provided by the Department of Home Affairs



Australian Government
Department of Home Affairs

TIS
TRANSLATING
AND
INTERPRETING
SERVICE

131 450

24 HOURS, EVERY DAY OF THE YEAR
www.tisnational.gov.au