

# HANDBOOK



Disability, Seniors  
and Transport Services

**communities  
atWork**

[commsatwork.org](http://commsatwork.org)







# CONTENTS

<b>WELCOME</b>	<b>4</b>
About Us	4
How We Aim to Help	4
Privacy	5
<b>ACCESS AND EQUITY</b>	<b>6</b>
My Aged Care	6
Community Assistance and Support Program	7
NDIS	7
<b>FEE FOR SERVICE</b>	<b>8</b>
<b>OUR SERVICES</b>	<b>10</b>
Transport	10
Seniors' Programs & In-Home Services	11
In-Home Services	11
Activities for Seniors	11
Disability Programs	12
<b>HOW WE WORK TOGETHER</b>	<b>14</b>
Our Staff	14
Cancellations	15
Temporarily Ceasing Your Service	15
Safeguarding Your Well-Being	16
Emergencies	16
Workplace Health and Safety	17
<b>RIGHTS &amp; RESPONSIBILITIES</b>	<b>18</b>
Your Rights and Responsibilities	18
Our Responsibility To You	19
<b>FEEDBACK</b>	<b>20</b>
<b>ADVOCACY SERVICES</b>	<b>21</b>
Advocacy Support Services	21
<b>INTERPRETING &amp; HEARING IMPAIRED SERVICES</b>	<b>22</b>
<b>INFORMATION AND INCIDENT MANAGEMENT</b>	<b>23</b>



# WELCOME

**Welcome to Communities at Work's Disability, Seniors, Transport and Support Coordination Services. We look forward to working with you to help you achieve your goals.**

## About Us

At Communities at Work we offer a variety of services to seniors and people with a disability delivered in-centre, in-home and in-community.

In an environment characterised by trust and respect, we deliver support services to enhance independence, social inclusion and well-being. We provide support with life skills, as well as social and recreational opportunities.

Communities at Work is Canberra's largest not-for-profit community organisation, working with our community to support positive educational outcomes, and build resilient, sustainable and socially inclusive communities in the ACT and capital region. We provide a wide range of high quality services that support positive educational outcomes, assists in alleviating hardship, enhances quality of life and leads to positive social change. Importantly, as a local not-for-profit organisation, we invest every dollar into the Canberra region, including the provision of much needed services for the vulnerable and disadvantaged.

We are open Monday to Friday, 9am to 5pm, and closed on weekends and public holidays, however the operating times for centre-based programs and supports may vary.

## How We Aim to Help

Our clients and their needs are at the centre of everything that we do.

Our aim is to support all clients with services that meet their individual needs and empower them to pursue their own goals, rather than taking a one-size-fits-all approach.

We listen to your needs and look into how we can meet them. If we don't have the capacity, we draw on our network to find the right service provider for you. And when circumstances change, we change with them.

We do our best to provide you with an appropriate level of support, however, at times there may be a need for the level of service you receive to change or cease. There may be occasions when we are not able to provide your service on the nominated day or time. If this occurs, we will contact you to negotiate rescheduling your service. We will endeavour to give you as much notice as possible.

If you wish to change your service time, we will need sufficient notice.





Please note that we may not be able to accommodate all changes, however we will work with you to ensure services continue to meet your needs.

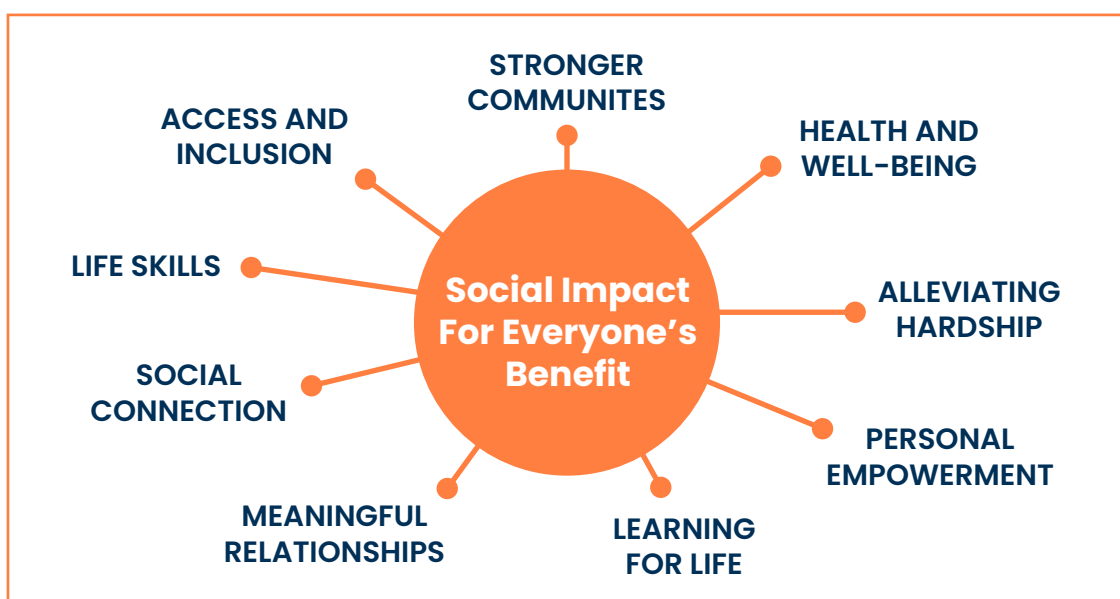
In some service areas there may be times that staff are delayed travelling from one client to the next and, as a result, there may be small variations in their arrival time.

If you have any questions or concerns about your service, please contact your Facilitator.

## Privacy

Communities at Work collects relevant personal information about you for the purpose of confirming your eligibility for our services and for providing the supports outlined in your service agreement and/or support plan.

This personal information is entered into our information systems and is only accessed by authorised persons. We are committed to protecting your privacy and we have a legal obligation to protect the privacy of your personal information. Where we are required by law to release any information, then we must do so.







## ACCESS AND EQUITY

**We aim to provide a service environment that promotes equity and respect for all people. We deliver a broad range of programs which are either subsidised or fully funded by the Commonwealth and state and territory governments.**

Please check if you are eligible to access our services under any of the following schemes:

- **My Aged Care**
- **Community Assistance and Support Program (CASP)**
- **National Disability Insurance Scheme (NDIS)**

### **My Aged Care**

The Commonwealth Home Support Programme (CHSP) provides services which help you stay in your own home as long as possible.

To be eligible for CHSP services you need to be:

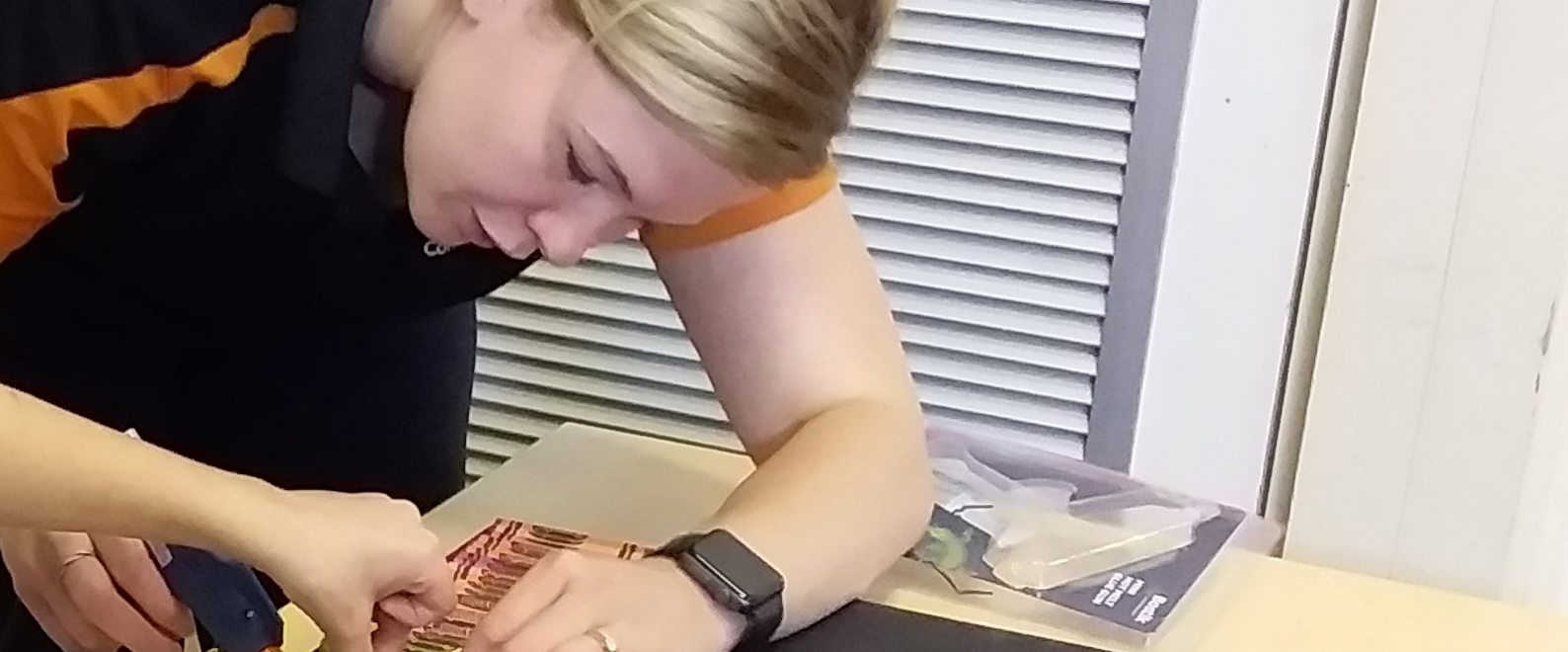
- ☑ Aged 65 years or older, or 50 years or older if Aboriginal and/or Torres Strait Islander;
- ☑ Mostly – but not completely – able to live and cope on your own, without requiring higher levels of care at home;
- ☑ Still living at home;
- ☑ Unable to access public transport; and
- ☑ Where travel is required, able to transfer from a wheelchair to a vehicle with minimal assistance.

#### **My Aged Care**

**P:** 1800 200 422

**W:** [myagedcare.gov.au](https://myagedcare.gov.au)





## Community Assistance and Support Program

The Community Assistance and Support Program (CASP) aims to enhance your health and well-being, and facilitate your independence and participation in the community.

To be eligible for CASP services you need to be:

- ☑ Under the age of 65 years, or under 50 years if an Aboriginal and/or Torres Strait Islander;
- ☑ Have an illness that comes and goes;
- ☑ Short-term health or mental health requirements;
- ☑ A need for post-hospital care and support or assistance with hospital outpatient visits;
- ☑ A disability that is not a 'significant and permanent' nature (as required for the NDIS); and
- ☑ The unpaid carers and family members of eligible participants.

### Community Assistance and Support Program

**W:** [health.act.gov.au](http://health.act.gov.au)

## NDIS

The National Disability Insurance Scheme (NDIS) provides funding to purchase a range of supports aimed at increasing your independence, inclusion and social and economical participation. It is designed to be flexible and innovative.

To be eligible for NDIS services you need to:

- ☑ Have a permanent disability that significantly affects your ability to take part in everyday activities;
- ☑ Be aged less than 65 years when you first enter the NDIS;
- ☑ Be an Australian citizen or hold a permanent visa or a Protected Special Category visa; and
- ☑ Live in Australia where the NDIS is available.

### NDIS

**P:** 1800 800 110

**W:** [ndis.gov.au](http://ndis.gov.au)



## FEE FOR SERVICE

Communities at Work can provide services for those not eligible for subsidised or funded supports.

At the time of your service engagement you will be given information about the contribution and fees that will apply.

Contributions will vary depending on the program and the type of funding or subsidy that may apply to your service/s.

Service fees and contributions are calculated according to the number of service hours provided, your individual budget and/or your income.

Service fees and contributions are applied in accordance with our Fee Policy and relevant National Fee Guidelines that support funded services.

Fees will be reviewed and may result in a fee increase. You will be advised in writing of any changes that occur to your service contributions and fees.

If you are experiencing financial hardship or cannot afford the service, please advise your Facilitator to request a review of your contribution amount.











## OUR SERVICES

Our support services are available if you need assistance to live independently in the community or in your home.

### Transport

Our community transport program provides quality transport to get you to your medical appointments, social and community activities, and/or shopping centres. Our aim is to enable you to be socially engaged and independent within the community.

Wheelchairs and mobility aids can also be transported, and our experienced staff can assist you from door to door if required.

Our team of experienced drivers transport clients with a fleet that includes a number of sedans and larger modified vehicles that support mobility needs and wheelchair access.

Transport is provided based on priority needs. Bookings are essential and must be made at least three days prior to the required time. However, every effort will be made to assist with requests at short notice. Our experienced Transport team can assist with eligibility, service and booking information.



### TRANSPORT SERVICE HOURS

Monday to Friday,  
7am to 5pm.  
*Alternative hours  
by negotiation.*



### HOW TO BOOK

Call the transport office during business hours to make your booking.

Call **6126 9090**  
(Monday to Friday  
9am to 5pm).

Please have ready:

- ☒ Your full name and phone number
- ☒ Your address
- ☒ The name and address of the appointment
- ☒ When return transport is required



### GETTING READY

Please be ready an hour before your appointment time. On occasion, we will need to pick you up early to ensure you arrive at your appointment on time.

*Sometimes we may need to pick up or drop off other clients on the way to or from your appointment.*



## Seniors' Programs and In-Home Services

Whether you're looking for social and recreational programs, or in-home care and support for independent living, our seniors' team can help you.

### In-Home Services

We offer a range of basic support services to assist older people to live in their own homes for as long as possible, to maximise their independence and to access the community. Services include:

- Personal care
- Domestic assistance
- Social support

### Activities for Seniors

Our range of seniors' programs offer stimulating activities, community outings and workshops in a friendly and respectful environment. Gain support and information, enjoy a nutritious lunch and make friends.

**We hold weekly seniors' programs at both our Holder Centre and Ngunnawal Seniors Centre.**

Our services and activities focus on capacity building, wellness, maintenance of independence and social participation.

We facilitate a range of activities alongside our Seniors' groups, including:

- Men's groups
- Women's groups
- Multicultural groups
- Creative groups
- Wellness and Nutrition groups

Once you are a client, you are able to choose which groups you would like to attend, and move between groups or change groups if you'd like to. Please contact a member of our Seniors' team if you wish to do this.

### CONTACT THE SENIORS' TEAM

For all Seniors' Programs and activities, and In-Home Services, please contact the team on:



**02 6293 6254**



## Disability Programs

Our range of disability programs offers individual choice to build capacity and skills through workshops, activities and community participation.

Programs are delivered in a centre-based group environment with supports appropriate to need.

Our disability program hubs include: Southern Hub in Tuggeranong and Northern Hub in Gungahlin. We also run a school holiday program at Malkara School in Garran.

Our disability programs include:

- Adults
- Young Adults
- Teens
- After School Program
- School Holiday Programs

### CONTACT DETAILS

**For Support Coordination:**

02 6293 6254

**For Disability programs:**

02 6293 6500











## HOW WE WORK TOGETHER

**A number of people are involved in the management, coordination and delivery of your service.**

### **Our Staff**

Communities at Work's staff are expected to develop courteous and professional relationships and we ask that you also provide the same courtesy.

Our staff have access to a broad range of professional development and training opportunities that are aimed at continually improving their individual skill and service competence.

New staff undertake organisational and program orientation to ensure that they are aligned with Communities at Work's values and cultural code, and have the skills to deliver services safely and to a high standard to meet your requirements. We may engage services through a third-party provider and in doing so, will enter into a service level agreement to ensure that the organisation's best practice in service delivery and values are aligned.

Staff are expected to be sensitive to your needs without compromising professional boundaries while undertaking their duties. Staff will respect your privacy, views, opinions

and values and will endeavour to meet your needs to the best of their ability.

We understand you may feel grateful to staff for providing your service and care. However, it is important that a professional relationship is maintained.

Communities at Work's staff are not permitted to:

- ✗ accept any financial rewards or gifts, including any benefits from a will;
- ✗ provide services to you outside those details in a service agreement or support plan;
- ✗ offer financial advice;
- ✗ act as executor to your estate;
- ✗ act as Power of Attorney;
- ✗ sign credit card transactions or serve as a signatory to your bank account;
- ✗ know your personal identification number (PIN) or online bank security details; or
- ✗ witness legal documents including your will.



## Cancellations

Where possible, you should give advanced notice if you will be unavailable on the day or time that you are scheduled to receive your service or support.

During business hours you can contact your Facilitator and outside business hours you can leave a message.

It is very important that you let us know immediately if you no longer require services, especially a transport or a school holiday booking. Due to strong demand for these particular services, your cancellation may provide an opportunity to assist someone else.

You may be charged for your service if you do not provide sufficient notice but you may not be required to pay the charge in the case of an emergency.

## Temporarily Ceasing Your Service

You must contact your Facilitator if you need to temporarily cease or suspend your service for any reason. Either you or your representative are responsible for advising us that your service needs to be temporarily stopped, and if possible, for how long.

We understand, though, that sometimes you are not sure of how long and in this instance we request that you keep us updated.

If you are absent or out of contact for longer than three months, your service contract may be ceased. If this occurs, you will need to be reassessed before Communities at Work can provide services to you again.



**You have provided us with a helpful, convenient and a comprehensive service. We never feel isolated because of you. We've made valuable social connections from the Seniors Activities, and all I can say is that it has kept us going. My husband and I really appreciate all that Communities at Work does, and feel like a part of the Communities at Work family. –Valmai**





## Safeguarding Your Well-Being

Should you need to go into hospital, you can organise for your service to be put on hold until you return. If it is an extensive stay, a reassessment may be required before your service can start again, as your needs may have changed during this time. In this case, please contact your Facilitator.

As part of the development of a service response, it is important to Communities at Work to have a process in place for when a client does not respond to a scheduled visit or service. Such a response needs to be based on an individual assessment as each client's circumstances will differ.

This will ensure that we know who to contact and what action to take if you do not respond to a scheduled visit or service. If you do not answer the door, the worker will call the office and speak with a Facilitator, who will also attempt to contact you. If unsuccessful, they will call your nominated emergency contact person for further advice.

If your emergency contact person cannot be contacted and we have a concern for your safety, health and well-being, the police may be called and asked to do a welfare check.

## Emergencies

Communities at Work has policies and procedures for all employees to follow if there is an emergency situation in your home, at one of our program centres or when out and about in the community. Our employees have a duty of care to help you.

If an emergency occurs while out in the community or in your home, you will be made comfortable and your worker will seek immediate assistance by dialling 000 for an ambulance and/or phoning their Facilitator.

Your emergency contact person will also be contacted. Communities at Work will contact your emergency contact as agreed in your Support Plan or Registration Form. If an ambulance is called, (in the event of a severe emergency where life may be a risk and/ or due to a significant injury) we will provide basic details to the ambulance officers who attend.

We are unable to go with you in the ambulance. Your emergency contact or authorised representative will need to meet you at the hospital to support you further.



## Workplace Health and Safety

Under the ACT Work Health and Safety Act 2011, your home is considered a workplace for our staff and our third party service providers. We have a shared duty under the law to make sure that our staff can work in a healthy and safe environment when they are in your home.

We will conduct a safety check and discuss with you any risks we identify. The safety of the service will be reviewed with you on an ongoing basis in accordance with work health and safety legislation.

Communities at Work will do everything we can to keep you safe while attending our program centres. If an incident or injury occurs, we will take the necessary steps to provide First Aid and make contact with your emergency contacts so that they can assist you to be seen by a medical professional.

Some things that you can do to ensure that the centre is a safe environment for all includes:

- staying at home if you are sick; if your doctor has diagnosed you with a short-term infectious illness of any kind; or if you, a member of your household or a person you have had significant close contact with is unwell;
- washing your hands often;
- covering your mouth when you sneeze or cough;
- wearing gloves when preparing food.

Communities at Work's staff must report all incidents and accidents that occur during a scheduled service or program activity. You are also welcome to report any concerns, incidents or accidents at any time.

Some things you can do to ensure your home is a safe workplace include:

- telling staff if your doctor has diagnosed you with a short-term infectious illness of any kind or if you, a member of your household or a person you have had significant close contact with, is unwell;
- advising staff if you are unwell or cannot do things the way you usually do them;
- ensuring your pets are controlled in a separate yard or room during service visits;
- providing a smoke-free working environment;
- providing a workplace free of racial, sexual, physical or emotional abuse;
- treating staff with dignity and respect;
- providing cleaning equipment that is suitable and well-maintained;
- providing safe cleaning products;
- ensuring that your personal mobility equipment is available, well-maintained and enables us to provide care safely; and
- understanding that due to safety reasons, staff are to wear shoes at all times while providing support.





## RIGHTS & RESPONSIBILITIES

### Your Rights and Responsibilities

As a person using our services you have many rights. These ensure you receive quality services and enable us to provide a consistently high standard of service. We acknowledge your human rights:

- to be treated with respect and courtesy;
- to be informed and consulted;
- to be offered a copy of your service agreement and support plan;
- to make decisions about your care;
- to receive quality services;
- to privacy and confidentiality and, on request, to access all personal information kept about you by our service;
- to have a person of your choice support you and advocate on your behalf;
- to have your comments valued and to make a complaint if you are not happy with the services you receive;

- to refuse a service offered to you at any time without affecting your ability to ask for that service at a future date; and
- to be given information that enables you to make informed decisions about your service.

Your responsibilities to the people providing care to you include:

- treating all staff with respect and courtesy;
- being open and honest in your communication with us;
- informing us of any changes in your arrangements or circumstances;
- providing a safe work environment for staff visiting and working in your home; and
- taking responsibility for the outcomes of any decisions you make.





## Our Responsibility To You

We are committed to supporting your Human Rights and providing you with the highest level of care. We undertake to:

- provide a professional and efficient service;
- treat you, your carer and your family with respect and dignity;
- listen, respond and assist in any appeal process;
- protect your privacy; and
- work with you, your carer, your family and your advocate to plan your care and support.

We provide support to community members who may identify as being:

- people from Aboriginal and/or Torres Strait Islander communities;

- people from culturally and linguistically diverse (CALD) backgrounds;
- people who are financially or socially disadvantaged;
- people who are veterans of the Australian Defence Force or an allied defence force including the spouse, widow or widower of a veteran;
- people who are experiencing homelessness or who are at-risk of experiencing homelessness;
- people who are care leavers (which includes Forgotten Australians, Former Child Migrants and Stolen Generations); and
- people from lesbian, gay, bisexual, transgender and intersex (LGBTI) communities.

## RESPECT

Communities at Work believes that respect is an important foundation for positive interactions and relationships for all staff and clients. Respect is the exercise of dignity, equality, fairness, and thoughtfulness towards others. Respect recognises differences of opinion and the right for individuals to be heard and responded to.





## FEEDBACK

You will be provided with information about how to provide feedback during your first appointment with the service.

In the first instance, discuss and attempt to resolve any feedback or complaints that may arise with the worker who is providing your care. The worker will advise the relevant Program Manager about the feedback and its resolution.

If you are unable to resolve your complaint with the worker providing your care or support, then you can discuss your concerns with the Program Manager. Complaints can also be made by completing the Get In Touch form on our website ([commsatwork.org](http://commsatwork.org)).

Complaints will be acknowledged within 24 hours of receipt and where possible an indicative timeframe for formal response will be provided. Investigation procedures for managing feedback is based in our Complaints Management Policy which follows principles of fairness.

If Communities at Work has been unable to resolve your concern, or you remain dissatisfied with the outcome, you can make a formal complaint to the Aged Care Quality and Safety Commission or to the NDIS Quality and Safeguard Commission.

You can contact an officer of the relevant Commission in writing, online or by phone and if needed interpreter services are available to you.

An officer of the Commission will explain their complaints process, clarify any matters raised and answer any questions that you may have.

You can also contact the ACT Human Rights Commission.

### **Aged Care Quality and Safety Commission**

**P:** 1800 951 822

**W:** [agedcarequality.gov.au](http://agedcarequality.gov.au)

### **NDIS Quality and Safeguard Commission**

**P:** 1800 035 544

**W:** [ndiscommission.gov.au](http://ndiscommission.gov.au)

### **ACT Human Rights Commission**

**P:** 6205 2222

**W:** [hrc.act.gov.au](http://hrc.act.gov.au)





## ADVOCACY SERVICES

An advocate is someone that you trust to work with you and assist you to resolve difficult or complex matters, identify and navigate service systems and options that are available to you; and to support you in pursuing your goals and needs.

With your consent an advocate can assist to communicate your wishes to others by speaking on your behalf. They can also assist you to make a complaint.

### Advocacy Support Services

#### **ACT Disability, Aged and Carer Advocacy Services (ADACAS)**

**W:** [adacas.org.au](http://adacas.org.au)

**TTY:** Call 133 677 (National Relay Service) and ask for 6242 5060

**E:** [adacas@adacas.org.au](mailto:adacas@adacas.org.au)

**P:** 6242 5060

#### **Advocacy for Inclusion Inc.**

**W:** [advocacyforinclusion.org](http://advocacyforinclusion.org)

**E:** [info@advocacyforinclusion.org](mailto:info@advocacyforinclusion.org)

**P:** 6257 4005

#### **Carers ACT**

**W:** [carersact.org.au](http://carersact.org.au)

**E:** [carers@carersact.org.au](mailto:carers@carersact.org.au)

**P:** 6296 9900



## INTERPRETING & HEARING IMPAIRED SERVICES

If you cannot speak English well and would like assistance, you can phone the Translating and Interpreting Service (TIS) for assistance.

### **Translating and Interpreting Service (TIS)**

**P:** 131 450 (for immediate phone interpreting)

**P:** 1300 655 820 (for general enquiries and feedback)

**W:** [tisnational.gov.au](http://tisnational.gov.au)

If you are deaf, hearing or speech impaired using a modem or TTY, you can call the National Relay Service (NRS) for 24-hour relay call assistance.

### **National Relay Service (NRS)**

**P:** 1300 555 727

**P:** 133 677 (TTY)

**M:** 0423 677 767 (SMS relay)

**E:** [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)

**W:** [communications.gov.au](http://communications.gov.au)

Whether you are an older person or you care for an older person, there is support available for people of different backgrounds and situations.

My Aged Care can help you access aged care information in other languages and contact them when you need to.

You can contact the Translating and Interpreting Service (TIS National) for support to talk to My Aged Care.

You can also access information in 22 languages.

### **For more information, visit:**

#### **My Aged Care**

**W:** [myagedcare.gov.au/other-languages](http://myagedcare.gov.au/other-languages)

#### **NDIS**

**W:** [ndis.gov.au/languages](http://ndis.gov.au/languages)





## INFORMATION AND INCIDENT MANAGEMENT

Communities at Work collects relevant information to enable it to undertake its services and supports that we provide to you. As part of these processes, we will collect personal and sensitive information and request your consent to share your information as may be needed in the delivery of your service.

We have a legal obligation to ensure the protection and proper use and handling of your personal information.

Communities at Work will not share your personal information to anyone unless you have given your permission and consent, nor will we disclose your information unless it is required or authorised by law.

You do not have to give your permission if you do not want to share your information.

### Incident Management

Communities at Work is committed to delivering quality services. In doing so, we have an obligation under National Service Standards to report serious incidents that occur in our services that you attend or receive.

Incidents can include but are not limited to; acts, omissions or circumstances that occur in connection with providing supports or services to you, reportable incidents that have or are alleged to have occurred in connection with providing supports or services to you.

A reportable incident is the death of a person, serious injury, abuse, neglect, unlawful physical contact or assault and restrictive practices.

You can contact the NDIS Quality and Safeguards Commission, or Aged Care Quality and Safety Commission to make a complaint.

#### Additional information can be found here:

Privacy Act: [comlaw.gov.au](http://comlaw.gov.au)

Australian Privacy Principles: [oaic.gov.au](http://oaic.gov.au)

NDIS Quality and Safe Guards Commission: [ndiscommission.gov.au](http://ndiscommission.gov.au)

Aged Care Quality and Safety Commission: [agedcarequality.gov.au](http://agedcarequality.gov.au)

**Refer to page 20 of the handbook for contact numbers.**

# communities atwork

commsatwork.org



This handbook has been developed in accordance with the following: the Communities at Work Strategic Plan, Communities at Work policies and procedures, Commonwealth and ACT Government legislative requirements, national service standards and associated guidelines of our government funding bodies.

## Central Office Location

Tuggeranong Community Centre  
245 Cowlshaw Street  
Greenway ACT 2900

## Gungahlin Office Location

Gungahlin Community Centre  
47 Ernest Cavanagh Street  
Gungahlin ACT 2912

## Contact Numbers

Seniors' Programs and In-Home  
Services: 02 6293 6254

Transport: 02 6126 9090

Disability Programs: 02 6293 6500

[commsatwork.org](http://commsatwork.org)