



COMPLETE CARE TEAM

ABN 41 001 440 464

PO BOX 209 GLENBROOK NSW 2773

Client Information Pack

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This Information Pack contains important information about our services. It is reviewed annually.

For more information on any information in this booklet contact:

Complete Care Team

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a) About Complete Care Team

Introduction

Complete Care Team provides Attendant Care and Nursing Care for people in the community with high support needs.

Complete Care Team (CCT) was established in 1999. The registered office is 7 Hope St Blaxland, in the lower Blue Mountains. We provide service to the Blue Mountains and Western Sydney areas.

The CEO/ Director of Complete Care Team is Rhonda Barrett RN. Rhonda Barrett, has over 33 years' experience in Nursing and has been Director of Complete Care Team since establishment in 1999. Rhonda is responsible for all aspects of Complete Care Teams operations including service provision for our clients and carers. Rhonda provides on-going professional support and accessibility to all our clients and oversees training and supervision of field staff via our service co-ordination team providing reliable and personalised care. If you have any concerns that you feel are not being addressed by any of our CCT Team please contact Rhonda.

Contact Details

Business Name:	Neville Bush Holdings Pty Ltd t/a Complete Care Team
Registered Office:	7 Hope St Blaxland NSW 2774 PO Box 209 Glenbrook 2773
Office Hours	8:30am to 5 pm
Telephone:	024739 5211
Fax:	024739 5311
After Hours:	0458 59 3911 Emergency contact only
Email:	contact@cctnursing.com
Australian Business Number (ABN):	41 001 440 464

Vision Statement

Quality of life for clients, their carers and families whereby their potential is maximised.

Mission Statement

To provide a quality holistic service for our clients, with their families and carers, that is responsive to each person's needs, culture and aspirations.

Principles

It is important that everybody who works with Complete Care Team understand that the client is the focus of our service.

We do this by:

- Providing a quality home based person-centred service which puts clients at the centre of the decision making and planning process to help identify and achieve their goals.
- Providing a holistic model of care embracing the physical, emotional, spiritual, cultural, linguistic and social needs of each individual.
- Actively involving the client's family/guardian, and other relevant professionals in the development and implementation of the client's plan according to the wishes of the client.
- Assisting clients to have valued roles in the community both locally and within the broader community through identifying their individual needs, roles, strengths, hobbies and aspirations for now and in the future.
- Maximising each client's potential for independence & quality of life by providing a responsive and personalised service to each client's needs, wants, beliefs, aspirations and strengths.
- Demonstrating respect for each client's values, beliefs, cultural, religious and linguistic background.
- Adhering to WH&S principles and ensure a safe work environment for staff and clients by providing on-going training to all staff and implementing risk management procedures in the workplace.

And by providing highly skilled, qualified & experienced personnel:

- Registered Nurses
- Enrolled Nurses
- Assistant Nurses - Certificate Level III
- Attendant Carers

Who have completed:

- A rigorous recruitment and selection process.
- Working with Children Checks.
- National Police Checks.

- Induction process emphasising high quality, person-centred service provision, following Complete Care Team’s Staff Policy and Procedures Manual, and
- Participate in ongoing training, supervision and support.

Services we can provide

- 24 hour care for clients with an Acquired Brain Injury or catastrophic injury.
- Respite care for carers & families of clients with high support needs.
- Complex nursing care for acute & chronic illness.
- Personal care - showering, grooming, assisted feeding, toileting.
- Household management support - cooking, cleaning, laundry.
- Shopping, social & spiritual assistance - transport to appointments, functions & church services.
- Vocational Assistance – accessing TAFE, University ,Work, Training

Certification

Complete Care Team have been successful in achieving certification to the Attendant Care Industry Standard (ACIS 2013) and Third Party Verification for the NSW Disability Standards. This has enabled Complete Care Team to improve quality across all areas of the organisation. Complete Care Team is certified for 4 years. A copy of our Certification certificate is enclosed.

Complete Care Team is required to undergo an Audit of its Quality Management Systems annually to maintain certification. The Audits are conducted by Q-Audit, who has signed a contract binding them to follow strict confidentiality guidelines in relation to the audits.

b)How we deliver our services

We receive a Referral

A referral is received from either you/your representative or your funding body and a quote is requested. When funding approval is received a consultation is arranged between you, the client and/or your family and the **RN Service Coordinator** to assess your care needs.

Funder

Your service is funded by (Agency):

Contact person:

Phone number:

If you are a private client you will be required to sign an Individual Financial Contract (please refer to your **Individual Client Service Agreement**)

Your funding body,, has requested that we provide you with the following types of services (see list at “Services we can provide” above).

.....
.....

.....

.....

The **Individual Support Plan** that we will be developing in consultation with you and your family/carer and other relevant professionals and will provide you with opportunity to ensure the services we provide assist you to achieve your goals and your preferred lifestyle. All the information about how we will be providing these services to you will be contained in the Individual Support Plan (which may include Care Plan, or Client Transport/Domestic Service Plan).

We conduct an assessment

The assessment usually takes place at the client's home. This enables Complete Care Team to orientate the client to CCT and the services it provides, inform the client of their **Rights** and **Responsibilities**, and identify care needs, develop client goals and strategies and interventions to achieve goals and identify any Work Health & Safety concerns.

The **RN Service Coordinator** uses the **Client Assessment and History Form** to collect information about the client's care needs, goals, strengths, interests, beliefs and aspirations.

The **RN Service Coordinator** will also collect information about your health needs. You may need to provide us with some information from your doctor if it is relevant. This may include:

- A Medication Order
This is needed if CCT staff are required to supervise medication on shift. Please note all medication must be in a "Webster Pack" provided by your pharmacist.
- An Asthma Plan
- An Epilepsy Plan
- A Diabetics Plan

The **RN Service Coordinator** also conducts a Work Health & Safety (WH&S) assessment to identify any risks and address any safety concerns.

At this meeting, the Client and/or family are given a **CCT Client Information Pack and Individual Client Agreement**. Note: This is provided in a format accessible to the client and/or their family; interpreters are provided as needed. They also receive a fridge magnet which contains the CCT contact details.

Information about your rights and responsibilities, privacy and confidentiality and other relevant policies are explained to you at this meeting.

The **Individual Client Agreement** is also explained at this meeting and two copies are provided one is signed by you (and/or a representative) and by CCT. One copy is kept in a secure file at our office and the other copy is kept by you. You may also need to sign a funding agreement.

If you are a private client you will also be required to sign an Individual Financial Contract.

We develop a person-centred plan

The information collected in the client assessment is used to develop an **Individual Support Plan (which may include a Care Plan, or Client Domestic/Transport Service Plan)** designed to meet, in the least restrictive way, your individual needs, goals, strengths, cultural beliefs, interests and aspirations.

Two copies of the **Individual Support Plan** are returned to you for your approval and signature. You will keep one copy of the signed relevant plan in your CCT house file and one will be returned to CCT and kept in your secure file at our office.

Commencement of service

CCT in consultation with you and/or your family identifies the staff member/s best able to meet your care needs.

Your funding body must approve the services requested. CCT will commence the service as per the funding request and approval.

If you are a private client, services will commence as requested by you/your representative once the Individual Financial Contract has been signed.

The staff member/s are then appointed and your service commences.

Allied Health Professionals and other relevant professionals involved in the client's care are contacted as needed.

Evaluation and review of person-centred plan

CCT aims to provide you with the best possible service that continues to meet your individual care needs, goals, strengths, cultural beliefs, interests and aspirations. As such we regularly monitor, review and evaluate the implementation of the Individual Support Plan.

The **Individual Support Plan** is reviewed at least annually by our Registered Nurse or Senior Team member overseen by our RN to update your goals and care needs, and more often if there are any major changes to your care or as required by the funder for Icare participants.

CCT will also evaluate your service annually to ensure your care goals are being met.

We understand that your time is valuable and for this reason CCT offer you the choice of how you would like the review to take place either in home or over the phone. You will be sent a letter and receive a phone call prior to the review so you can indicate your preference.

Rostering

For all rostering matters please contact our administrative staff during office hours Monday – Friday 8:30am to 5pm. Email: rostering@cctnursing.com. Or Phone 0247395211. Outside of these hours the After Hours number is available for emergencies only Phone 0458593911.

Cancellation Policy

In the event that the worker we have assigned to you is no longer able to continue working with you, we will endeavour to replace them with another suitable staff member, or offer you an alternative date/time of care. If we are unable to find another suitable staff member and cannot continue to provide you with our service, we will follow the procedures below for exiting our service.

Exiting from Complete Care Team

Exiting the service occurs when you request it and/or when the funding expires.

Exiting may also occur if CCT cannot continue to meet your needs, (e.g. if we can't find a suitably skilled or qualified worker). If this occurs we will:

- Give you at least two weeks' notice.
- Provide you with a list of alternative agencies who may be able to assist you with your care needs.
- Let your referring body (e.g. your Case Manager) and funding body know that we can no longer meet your needs.
- Help you to find an appropriate new service if you would like us to assist you.

Transport

Where your personal motor vehicle is used by an attendant care worker in the course of delivering an attendant care service, it is your responsibility to maintain an appropriate level of insurance coverage for the operation of your motor vehicle.

A transport agreement will be completed between CCT and the client prior to CCT staff using the clients' personal motor vehicle.

Complete Care Team or Individual attendant care staff will not be liable for **any excess or other associated costs** as a result of damage caused to a clients' personal motor vehicle in the course of delivering attendant care services. In addition, reasonable wear and tear should be expected and it is the responsibility of client to meet such costs.

Where a client's child/ren are accompanying the client in the motor vehicle it is the responsibility of the client to provide an age appropriate child restraint for all children under the age of seven years, which has been correctly fitted as per the NSW Child Restraint Laws. For more information on child restraint laws visit:
roadsafety.transport.nsw.gov.au/stayingsafe/children/childrestraints/childrestraintlaws_faqs.html.

It is always the responsibility of the motor vehicle operator (driver) to comply with all road laws in their respective state or territory and to provide evidence that they are duly licensed.

Damage to Property

Complete Care Team or individual attendant care staff will take all care when delivering attendant care services in client's homes but we will not be liable for any associated costs as a result of damage caused to a clients' property or belongings in the course of delivering attendant care services. In addition, reasonable wear and tear to equipment such as: electrical products including vacuum cleaners, toasters, kettles etc. should be expected and it is the responsibility of the client to meet such costs.

Complete Care Team recommend clients consider taking out accidental breakage insurance for their home and contents.

c) Important Policies and Procedures

Client Rights and Responsibilities

Policy

Complete Care Team is committed to ensuring all people who use our services have adequate information about their rights and responsibilities.

All clients will be made aware of their rights and responsibilities on commencement with our services and programs.

Information about client's rights and responsibilities will be made available in a format that is easily understood by the client, their family and/or guardian/carer. This may include information in large print, picture format; client's preferred language, in audio, simple language, as requested.

Clients' rights

CCT clients have the following rights:

- The right to receive a services which is safe and respects their basic Human Rights and is free from abuse & neglect.
- The right to quality and respectful care regardless of race, social status or sexual orientation, intersex status or gender identity e.g. lesbian, gay, bisexual, transsexual/transgender, intersex and queer (LGBTIQ)+, taking into account such things as cultural and religious background, health status, disability, or special needs, age and social status.
- The right to have their physical, emotional, social and spiritual needs respected at all times
- The right to maximise autonomy and independence
- *The right to exercise their choice and control (including the right to intimacy and sexual expression)*
- The right to be at the centre of the decision making process regarding their support and the development of your Individual Support Plan to help them achieve their goals.
- The right to make decisions about how they will participate in their local community and decide how they will have contact with their family and friends (for a list of Community Resources and Networks see Appendix 2).
- The right to privacy and confidentiality at all times, including with regard to their privacy of all personal information, including phone numbers, addresses, etc.
- The right to access their records in accordance with the Complete Care Team's Privacy & Confidentiality Policy.
- The right to adequate information regarding all aspects of their services provided in order for them to make informed choices regarding their support, in order to encourage and maximise their independence.
- The right to receive information in a format that they understand, e.g. preferred language, in large print, audio, picture format, etc.
- The right to seek support from other people such as family, friends or an advocate if required and the right to have an independent advocate present at all meetings with Complete Care Team, including if they would like to

discuss any concerns you may have (for a list of advocacy services see Appendix 1).

- The right to offer an opinion, express concern, or make a complaint about the services received from Complete Care Team and expect that these will be investigated appropriately and in confidence. The client will not be disadvantaged in any way by making a complaint.
- The right to request transfer to another CCT staff member or to another service provider, as you can amend or withdraw their consent at any time.

Client responsibilities

Complete Care believes that clients have responsibility for their own health and wellbeing as far as this is possible. Promotion of a mutually acceptable partnership between clients and service providers can be ensured if clients are aware of their following responsibilities:

- To show consideration and respect and behave in a manner which does not cause undue disruption to Complete Care Team's staff.
- Respect the property of Complete Care Team and its staff.
- To inform Complete Care Team of any changes to your circumstances that may impact on your care as soon as possible, for example changes to medication, changes to health status or care needs that need to be addressed in the Care Plan.
- Assisting with maintaining a safe work environment for the Complete Care Team's staff and its clients. Examples of how you can assist us in providing a safe work environment for you and our staff are:
 - Do not expose the staff to smoke in a confined space, eg in the home or in the car
 - Do not ask staff to lift heavy objects, eg pot plants, furniture or climb ladders
 - Do not ask staff to lift you during care without a lifter
 - Do not expect staff to be involved in any illegal activities or be a witness to illegal activities
 - Do not ask staff to perform tasks they are not qualified to perform, or tasks that are not listed in the Care Plan for example: electrical work, handyman services, painting, window cleaning, using power tools or heavy gardening
 - Do not ask staff to give medication without a doctor's order and a Webster Pack
 - Do not ask staff to sign legal documentation for you
 - Do not give staff your bank details or key card pin numbers
 - Do not ask staff for their personal details, e.g. phone number or address
 - Do not ask staff to work for you privately

Procedure

The RN Service Co-ordinator, RN Assessor or Senior Staff member explain the client's rights and responsibilities to the client and family/guardian at the initial assessment and provide a copy of the Client Information Pack which outlines the client's rights and responsibilities. This will be provided in a format relevant to the client's needs as outlined below:

- The RN Service Co-ordinator, RN Assessor or Senior Staff member will ask the client or their guardian to sign the Individual Client Agreement (ICA) to

confirm they understand their rights and responsibilities at the initial assessment.

- CCT Directors will oversee Orientation and training by the CCT RN Educator for all new staff, and for existing staff on Clients Human Rights and Freedom from Abuse & Neglect, Child Protection and Elder Abuse.
- CCT Directors provide opportunity for clients to provide feedback in a safe appropriate manner in a variety of ways including:
 - At the review and evaluation of the clients Care Plan
 - Client Survey
 - Client Feedback and Complaints process.
 - Staff Appraisal process in consultation with the Client Feedback form
- Clients are provided opportunity for provide feedback on CCT policies through the Client Information Pack and Client Surveys.

Privacy and Confidentiality Policy

Policy

Complete Care Team recognises that all clients, their families and carers have the right to expect that they will be treated courteously, with dignity and respect; and that their personal information will be protected by complying with national privacy principles regarding the collection, use and disclosure of their private information, and that their personal information will be kept confidential.

Complete Care Team will ensure:

- Service users will agree & consent prior to the collection of information
- CCT abide by the conditions in the Privacy & Personal Information Act 1998 (No 133) and the Health Records and Information Privacy Act 2002.
- Information provided to other service providers (with the consent of the service user) will be relevant to the service providers' needs.
- CCT staff respect our clients, their families and carers privacy and confidentiality at all times.
- CCT staff abide by the Privacy and Confidentiality Policy.

Procedures

- 1 All clients, their families and carers' information may only be passed on or discussed with the client's permission. The RN Service Co-ordinator will seek this at the initial client interview. This confidential information will only be discussed in the best interests of the client and / or their family and carer and only to the Service Co-ordinator and Administration team when permission is granted.
- 2 All information including personal details, name, address, phone numbers of our clients, their family and carers will be considered confidential and never given to another person. The information given to staff so they can attend to our clients will be kept by all staff in a safe and secure place (in a personal diary marked confidential) and not to be read or copied by any other person.
- 3 All conversations and observations concerning our clients and all health status information is confidential.
- 4 CCT staff will communicate any issue regarding clients or staff to CCT office personnel only.

- 5 Any involvement by staff of another party, service, and agency on behalf of the client may only be done with written permission from the client, their family or carer. This course of action must be passed on to the Service Co-ordinator and/ or Administration Team for action to take place.
- 6 At no time will any CCT staff member fill out bank forms, details for a last Will & Testament or any other legal documentation or withdraw money from a clients' bank account on their behalf. Staff are permitted to supervise or prompt the client only.
- 7 CCT's IT consultant secures all data offline to protect confidential information.
- 8 CCT nursing staff as mandatory reporters must report the suspected loss of any client data or data breaches through any means to you, their funding body and other external agencies as required.
- 9 Staff breaching this policy could be breaking the law and may have disciplinary action taken against them.

Client Feedback and Complaints Policy

Policy

Complete Care Team (CCT) aim to provide the best possible service to its clients, their family and significant others. To achieve this, we value any feedback about how we can continue to improve our services to our clients.

All Complete Care Team's clients, their family and significant others are able to raise and have resolved any complaints in a safe environment without fear of retribution.

Complete Care Team are committed to addressing clients' issues and concerns to continually improve CCT's service delivery.

Clients will be encouraged to give feed back to our service regarding any positive or negative points they wish to express. These could be concerns about Management, any staff member or our administrative processes.

CCT will address any complaints so that clients and their families and significant feel that their concerns are resolved.

CCT complies with the requirements of the National Disability Insurance Scheme (Complaints Management and Resolution) Rules May 2018.

Definition

A complaint is an expression of concern, dissatisfaction or frustration with the quality of the service delivery, a policy or procedure or the conduct of a staff member.

Procedure

- 1 All clients will be informed by CCT RN Service Co-ordinator, RN Assessor or Senior Staff member at the first meeting with CCT of their rights, in particular their right to offer an opinion, provide feedback, express concern, or make a complaint. Clients will receive a copy of this policy in the Client Information Pack.
- 2 Clients are encouraged to offer an opinion, provide feedback, express concern, or make a complaint about any aspect of CCT service delivery. If a client does not feel comfortable to do this they can ask a family member, significant other, an advocate or any person they feel comfortable with to provide their feedback or express their concerns.
- 3 In the first instance, the client or advocate will if possible, speak to the staff member that the feedback or concern is about. If staff cannot address the concern or the client or their advocate is not comfortable to do that, the client or advocate is encouraged to

- contact the CEO/Director or any person with the organisation they feel safe and comfortable discussing their concerns with.
- 4 All complaints will be acknowledged verbally within 2 hours of receipt by CCT CEO/ Director or nominated person.
 - 5 The CEO/ Director or nominated person will address the concerns raised promptly and fairly and in the best interests of the client, keeping the client informed until the matter is resolved. The CEO/ Director or nominated person will document progress.
 - 6 Clients / advocates will be reassured that all information discussed will be treated confidentially and with respect.
 - 7 Complete Care Team does not tolerate in anyway negative behaviour or retribution towards clients or carers who have provided feedback or have made a complaint. If you feel this is occurring please contact CCT immediately.
 - 8 A complaint can be made using CCT Complaints/Dispute Form, in a letter, e-mail, over the phone, or in person at a location nominated by the client or advocate, an interpreter will be arranged if necessary.
 - 9 If a complaint is of simple matter, then it may be resolved immediately with a phone call from the CEO/ Director or as directed to Administration Staff and a response and the outcome determined within a couple of days.
 - 10 If the complaint is of a systemic matter or of a serious breach of policy it may take longer to investigate and resolve. This could take a couple of weeks to finalise. The complainant will be informed by the CEO/ Director verbally of the progress.
 - 11 The process will be documented and the complainant advised of the outcome by CEO/ Director or nominated person. The record will be kept for 7 years after the discharge of the client as per our records management system.
 - 12 Allegations of abuse or other criminal activities, such as theft, will be reported by CCT to the police or other authorities under relevant Commonwealth, State or Territory Laws.
 - 13 If clients/ advocates feel that their concerns are not addressed they will be encouraged and supported to contact external complaints bodies. The NSW Ombudsman under the Community Services (Complaints, Reviews and Monitoring) Act 1993 offer advice, handle complaints and look at ways for improving how community and disability services resolve complaints. Their contact details can be found below along with other relevant numbers you can contact if you need advice.
 - 14 CCT staff are trained at orientation on CCT feedback and complaint policy to support our clients and significant others, to assist our clients is providing feedback and making complaints if needed.
 - 15 CCT staff are trained at orientation on the client's right of independent Advocacy.

Name	Web/Email	Phone	Address	What they do?
NDIS Quality and safeguards Commission	www.ndiscommission.gov.au Online complaints form	1800 035 544		As well as dealing with complaints, the Commission works to educate providers about delivering quality and safe supports, and effectively responding to complaints. If a complaint raises a serious compliance issue, the Commission has powers to take action.
Icare	www.icare.nsw.gov.au online complaints form	139 922		If you're unhappy about an experience you've had with Icare funded supports contact Icare.
The NSW Ombudsman	www.ombo.nsw.gov.au	029286 1000	24/580 George Street, Sydney	The NSW Ombudsman handles complaints and looks at ways of

	Click on the link for Community & Disability Service Providers for information on how to get advice or make a complaint.	1800 451 524 toll free (outside Sydney metro)	NSW 2000	improving how services resolve complaints. You can contact them at any time for advice.
The National Disability Abuse & Neglect Hotline		1800 880 052		Australia wide telephone hotline for reporting abuse and neglect of people with disabilities using government funded services. Allegations are referred to the appropriate authority for enquiry and or/investigation.
The Health Care Complaints Commission	e: hcc@hcc.nsw.gov.au	9219 7444 Toll Free: 1800 043 159 TTY: 9219 7555 (for hearing impaired) Fax: 9281 4585	Level 13, 323 Castlereagh Street (CNR Hay St) SYDNEY NSW 2000	Acts to protect public health and safety by resolving investigating & prosecuting complaints about health care.
Family and Community Services – Child Protection Helpline	www.facs.nsw.gov.au	132 111 TTY: 1800 212 936 (for hearing impaired)		24 hour a day, 7 day a week state-wide call centre, staff by professionally qualified case workers to receive and screen all reports of child abuse.
The Anti-Discrimination Board	w: www.antidiscrimination.justice.nsw.gov.au e: complaintsadb@justice.nsw.gov.au	9268 5555 or 1800 670 812 (rural & regional areas NSW only)		Investigates and conciliates complaints of discrimination, harassment and vilification.
Translator Interpreter Services (TIS)	w: www.tisnational.gov.au Pre-booked phone interpreter bookings (existing booking enquiries) Email: tis.prebook@homeaffairs.gov.au	Immediate phone interpreting (24 hours, every day of the year) Phone: 131 450 (within Australia) Phone: +613 9268 8332 (outside Australia) Pre-booked phone interpreter bookings (existing booking enquiries) Phone: 1300 655 081 Email: tis.prebook@homeaffairs.gov.au	TIS National GPO Box 241 MELBOURNE VIC 3001	The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Home Affairs for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

Complaints Form

A copy of our complaints/disputes form is attached to assist you on understanding CCT's complaints handling process.

Positive Behaviour Support and Restrictive Practice Policy

CCT recognises, upholds and promotes the rights of people with disability and their right to personal freedom.

CCT is committed to providing services for people with disability that promote an individual's right to live without fear in a safe environment and actively prevents abuse, harm, neglect and violence.

CCT staff members will not engage in any **Prohibited Practices**. Prohibited practices are

any practices that inhibit a client's human rights, unlawful and unethical in nature and are incompatible with the objectives and principles of the Disability Inclusion Act 2014. Including : Aversion, overcorrection , misuse of medication, seclusion of client , denying key needs , unauthorised use of a restrictive practice or any practice that is degrading/demeaning /physiologically abusive /harassment or vilification.(See definitions below)

CCT recognises that the use of restrictive practices may be necessary under a worker's duty of care or to preserve the rights and safety of the client and others.

A **Restrictive Practice** is any practice ... *'that has the effect of restricting the rights or freedom of movement of a person with disability with the primary purpose of protecting the person or others from harm'*¹. These practices can also be called restrictive interventions. (See definitions below)

CCT is committed to identifying, reporting and eliminating restrictive practices. CCT will continually working towards the reduction and elimination of restrictive practices by only using restrictive practices as a last resort to manage behaviours of concern, after all other means have been exhausted.

Where a client's behaviours of concern place themselves or others at risk of harm, and a regulated restrictive practice is required, a positive behaviour support plan must be developed by a Registered Senior Practitioner and lodged with the NDIS Commission or Icare depending on funder.

Restrictive practices are authorised for use as part of a person's positive behaviour support plan to make sure people can be supported safely. (See definitions below)

Mandatory Reporting

It is important for you to know that under the Children and Young Persons (Care and Protection Act) (1998) NSW, Disability Inclusion Act 2014 and the Disability Inclusion Regulation 2014, Code of Ethics and Duty of Care, CCT and its staff have to report any situations where it suspects or witnesses any abuse or neglect.

To report to Family and Community Services www.facs.nsw.gov.au

CHILD PROTECTION HELPLINE: 132111/ 1800212936

Review & Complete Care Team Strategic Plan

If you would like to be involved in the review of Complete Care Team Policies & Procedures or would like to participate in providing feedback into our Strategic Plan you are welcome to make an appointment by calling 4739 5211 to view our full Policies and Procedures located at 7 Hope Street Blaxland and provide your input to CEO/ Director for consideration.

¹ p4, National Framework for Reducing and Eliminating the Use of Restrictive Practices (2014)

d) Appendices

Appendix 1: Disability Advocacy Services

An advocate is an independent person who can speak or write on your behalf if required. Please find a list of advocacy services below compiled by the Disability Advocacy NSW for your convenience:

Adapted from list revised in 2019 by Disability Advocacy NSW Inc, Web: www.da.org.au,

Name	Web/Email	Phone	Address	Who can use this service
(BIA) Brain Injury Association of NSW	e: ceo@biansw.org.au w: www.biansw.org.au	02 9868 5261 1800802840	PO Box 698 Epping NSW 1710	People with a brain injury and family/carers.
Side by Side Advocacy	e: eo@sidebysideadvocacy.org.au w: www.sidebysideadvocacy.org.au	02 9808 5500	Shop1 30-32 Herbert St West Ryde NSW 2114	Specialise in support to people with intellectual disability, however, will endeavour to assist any person with disability that contacts us
Disability Advocacy	e: Newcastle@da.org.au w: www.da.org.au	1300 365 085	Suite 1, Level 2 "Devonshire House" 408 King St Newcastle West NSW 2302	DA helps people of all ages with any type of disability or mental illness get fair treatment in the Hunter, New England, Mid North Coast, Central West, West, Far West, Central Coast and Hawkesbury-Nepean regions of NSW, AUSTRALIA.
Self-Advocacy Sydney	e: info@sasinc.com.au w: www.sasinc.com.au	02 9622 3005	30/20-32 Campbell St, Blacktown NSW 2148	People with an intellectual disability and carers.
(IDAS) Indigenous Disability Advocacy Service	e: idas@idas.org.au w: www.idas.org.au	02 4722 3524	127 Lethbridge Street, Penrith NSW 2750	Aboriginal and Torres Strait Islander people with disability.
(MDAA) Multicultural Disability Advocacy Association of NSW	e: mdaa@mdaa.org.au w: www.mdaa.org.au	02 9891 6400 1800629072	PO Box 9381 Harris Park NSW 2150	People with disability (0-65 years old) from non-English speaking background and their carers and families.
PDRC Penrith Disabilities Resource Centre	e: pdrc@pdrc.org.au w: www.pdrc.org.au	02 4732 2363	114 – 116 Henry Street Penrith NSW 2750	Any person with a disability or their families or carers.
(SCIA) Spinal Cord Injuries Australia	e: office@scia.org.au w: www.scia.org.au	02 9661 8855	1 Jennifer Street, Little Bay NSW 2036	Individuals with an SCI and/or similar conditions.

This information sheet is meant to be a general guide to help people who wish to locate a disability advocate in NSW. The type of advocacy support provided varies from service to service. Contacting the advocacy organisation directly to obtain up-to-date, detailed information about the services offered and areas covered is recommended.

Appendix 2: Community Resources and Networks

Complete Care Team supports clients to have valued roles in their community both locally and in the broader community to assist you to find links in the broader community we have included a list of community resources below.

Name	Web/Email	Phone	Address	What do they do?
ACRC Blue Mountains Aboriginal Culture and Resource Centre	e: admin@acrc.org.au w: www.aboriginalbluemountains.com.au	0247826569	13 Oak Street Katoomba NSW 2780	Provide all Aboriginal and Torres Strait Islander residents of the Blue Mountains Local Government Area with: <ul style="list-style-type: none"> access and equity in the provision of services; support and assist in overcoming physical and cultural isolation; and a place to share, learn and develop Aboriginal and Torres Strait Islander cultures, arts, history and heritage.
Headway House	e: admin@headway.rg.au w: headway.adp.org.au	0297900046	6 Percy Street Bankstown	Promote the inclusion of people with acquired brain injury in the community.
Australian Korean Welfare Association	e: Koreanwelfare@hotmail.com	0297189589	94-98 Beamish St, Campsie NSW 2194	Promote better understanding of the Australian society and encourage participation.
Mountains Community Resource Network	w: www.mcrn.org.au	0247593599	Loftus Street Lawson NSW	Resources for organisations, groups and individuals within the BM to develop collaborative action.
Hunters Hill Ryde Community Services Inc.	w: hhrcs.org.au	0298170101	46 Gladesville Road Hunters Hill NSW 2110	Social Support & programs for ABI
Blacktown Migrant Resource Centre	Email: bmrc@blacktownmrc.org.au Web: www.blacktownmrc.org.au/	Phone: (02) 9621 6633; Fax (02) 9831 5625;	Level 2, 125 Main Street, Blacktown NSW 2148	Information, Referral and Casework We provide information and referrals on the settlement needs such as: Employment opportunities Pathways to employment Enhancing skills in looking for work Services to get assistance with immigration, legal, domestic violence, family and relationship, child care, aged services, women's health, mental health, income support

Appendix 3: Terms and Definitions used in this document

Some words in this book need to be explained. The first time you read the word it will be underlined. This is what the words mean.

Advocacy - In broad terms, advocacy for people with disability can be defined as speaking, acting or writing with minimal conflict of interest on behalf of the interests of a person or group, in order to promote, protect and defend the welfare of and justice for either the person or group by:

- Being on their side and no-one else's
- Being primarily concerned with their fundamental needs
- Remaining loyal and accountable to them in a way which is empathic and vigorous.

Confidentiality – information about you belongs to you and only you can say who sees it.

Dignity – to be treated with respect.

Independent – to do something by yourself.

Privacy – to respect when you want to be alone or not have your life talked about by others.

Prohibited practices - Prohibited practices are any practices that inhibit a client's human rights, unlawful and unethical in nature and are incompatible with the objectives and principles of the Disability Inclusion Act 2014. Including : Aversion (causing a client harm or pain), Overcorrection (responding disproportionately to the client actions), Misuse of medication (giving a client medication not ordered by their Doctor's or giving medication doses to the client different to what the Doctor ordered with intent to modify behaviour). Seclusion of client (isolating a client in a locked room/premises), Denying Key needs (denying a client possessions, food/drink, sleep, basic needs and access to family, friends or an advocate), Unauthorised use of a restrictive practice or any practice that is degrading/demeaning /physiologically abusive /harassment or vilification.

Rights – how people should be treated, or the things that people must be able to do in their life. There are laws to help this happen.

Responsibilities – the things you should do to look after yourself, your family and the community. There are laws to help this happen.

Restrictive practices - A restrictive practice² is a regulated restrictive practice if it is or involves any of the following:

- **Seclusion** is the act of confining a person to a room or space which they cannot exit from or think they cannot exit from;
- **Chemical restraint**, is the use of medication or chemical substance for the primary purpose of influencing a person's behaviour. It does not include the use of medication prescribed by a medical practitioner for the treatment of, or to enable treatment of, a diagnosed mental disorder, a physical illness or a physical condition;
- **Mechanical restraint**, which is the use of a device to prevent, restrict, or subdue a person's movement for the primary purpose of influencing a person's behaviour but does not include the use of devices for therapeutic or non-behavioural purposes;
- **Physical restraint**, is prolonged use of physical force to prevent, restrict, or subdue movement of a person's body or

² National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018 downloaded from: <https://www.legislation.gov.au/Details/F2018L00632> on 23rd May 2019

part of body to influence their behaviour. Physical restraint does not include the use of a hands-on technique in a reflexive way to guide or redirect a person away from potential harm/injury, consistent with what could reasonably be considered the exercise of care towards a person.

- **Environmental restraint** is the denial of free access to all parts of their environment, including items or activities.

Service provider – an organisation that does work to help people with a disability. Service providers are the staff at your service.

Standards – the rules that make sure a service provider does a good job.

Informed Consent - is the procedure whereby clients consent to, or refuse, an intervention or service based on information provided by a health care professional regarding the nature and potential risks (consequence likelihood) of the proposed intervention/service.

**Appendix 5: Certificate of Certification - Attendant Care Industry Standard
2013**