



Bannister In Home Care
a better way

Plain English Version of Key Policies

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GETTING ASSISTANCE FROM BANNISTER IN HOME CARE

WHAT CAN BANNISTER IN HOME CARE DO FOR ME?

By planning the support you need to enhance your quality of life, Bannister In Home Care could:

- Help you to do your shopping, pay your bills, clean your house, go to your doctor, catch public transport or cook your meals.
- Help you with buying and eating food that is good for you and help you with personal care.
- Help you to join groups or clubs, meet other people and find interesting things to do.
- Help you to make your doctor's appointment and if you need assistance could organise for you to get there and also to the chemist if needed.
- Help you speak up about issues that matter to you and have people listen to what you have to say.

WHO DOES BANNISTER IN HOME CARE HELP?

1. Any older person or a person with a disability can request help from Bannister In Home Care and we will provide help to males and females regardless of their age or nationality, background or religious beliefs.
2. Bannister In Home Care will assess each person who asks for help and will either offer or decline a service based on the outcome of the assessment.
3. Some people assisted by Bannister In Home Care may have received funding from the Government so that it can employ people to help them.
4. Where possible Bannister In Home Care will also help people who do not receive funding from the Government, who are not older persons and who may not have a disability.

WILL I GET HELP IMMEDIATELY?

1. Bannister In Home Care always tries to help people as quickly as it can. This depends on how busy we are and how many people we are already helping. Help may not start as soon as you ask about it but we will provide help as quickly as possible.

WILL I HAVE TO PAY FOR HELP FROM BANNISTER IN HOME CARE?

1. Any service users who are receiving a service from Bannister In Home Care will need to pay money for the support they receive. These arrangements will be discussed with you by Bannister In Home Care prior to receiving the service.

HOW DO I LET BANNISTER IN HOME CARE KNOW THAT I NEED HELP?

1. You, or with your permission, your family or any other person can phone or call at the office of Bannister In Home Care and ask about receiving help.

WHAT WILL HAPPEN WHEN I FIRST ASK BANNISTER IN HOME CARE FOR HELP?

1. You will need to give Bannister In Home Care some information. Bannister In Home Care will need to know about your needs and the type of help that you think you may need.
2. To help Bannister In Home Care know what you want from it there will be a meeting with you, your family and any support person you choose to work out what assistance Bannister In Home Care will be required to provide for you.
3. When Bannister In Home Care is sure it has the best plan for you it will advise you and/or your family what services it will be able to provide for you and which worker will be assisting you and when that assistance will begin.

WHAT IF BANNISTER IN HOME CARE IS NOT ABLE TO HELP ME?

1. If Bannister In Home Care is not able to help you, it will tell you why it cannot help you at this time. If you would like information It will also about other organizations that can help you, Bannister In Home Care will give you information about other organisations.

FAMILY ASSISTANCE

WILL MY FAMILY BE ABLE TO HELP ME WHEN I AM RECEIVING HELP FROM BANNISTER IN HOME CARE?

1. Yes. Bannister In Home Care encourages and supports family involvement. With your permission, your family is very welcome to contact Bannister In Home Care for information and support. Your family, support person or advocate can be involved in planning the services that you will receive through your person centred planning meeting.

HOW CAN BANNISTER IN HOME CARE HELP MY FAMILY?

1. Bannister In Home Care can help your family by:
 - Communicating in a way they can understand.
 - Helping to build trust and respect between staff members, families and you.
 - Providing them with the opportunity to take part in the planning of service delivery.
 - Providing assistance for them to access counselling and support services.
 - Providing them with access to effective complaint procedures.
 - Assisting them to access advocacy services where available.
 - Providing information about available services including those provided by other agencies.

ADVOCACY

WHAT IS AN ADVOCATE?

1. An advocate is a person who will listen to you, help you to make decisions about what should happen in your life and help you to make those decisions work by speaking on your behalf. An advocate makes sure that people that provide support to you, respect your rights and will speak out for you if your needs are not being met as has been agreed. An advocate will also make sure that services like Bannister In Home Care give you the best possible service.

WHO CAN BE AN ADVOCATE?

1. You can ask anyone you know well and trust to be your advocate. Normally an advocate is:
 - A friend you trust.
 - A member of your family.
 - A person from a formal advocacy service or government funded organization such as the Office of the Public Guardian.

HOW CAN BANNISTER IN HOME CARE HELP ME WITH ADVOCACY?

1. If you want someone to act on or speak on your behalf, Bannister In Home Care will help you find an advocate by providing contact details of advocacy services.

WILL MY ADVOCATE BE A WORKER FROM BANNISTER IN HOME CARE?

1. The advocate would not normally work for Bannister In Home Care. There may be times when Bannister In Home Care will act as an advocate for you with other services. It is usually best however if the person you choose as an advocate does not work for Bannister In Home Care. This is to ensure that the advocate is independent and works in your best interests at all times.

HOW CAN BANNISTER IN HOME CARE HELP MY ADVOCATE?

1. Bannister In Home Care will with your permission provide your advocate with all the information they need to ensure that Bannister In Home Care and any other service providers are acting in your best interest.
2. Bannister In Home Care will work closely with your advocate and involve that person in the planning of services that will be provided for you.
3. Bannister In Home Care will ensure that its staff members understand the role of an advocate and will also promote the use of advocates as a support person for people who receive services from our organization.

4. Bannister In Home Care will ensure that your advocate is invited to:

- Consultation meetings.
- Person centred planning meetings and reviews.
- Any other relevant meetings or conferences.

WHAT WOULD HAPPEN IF MY ADVOCATE AND BANNISTER IN HOME CARE DISAGREE ABOUT SOMETHING?

1. Bannister In Home Care will always give your advocate the opportunity to discuss problems or concerns they may have. If your advocate still has concerns that cannot be resolved by Bannister In Home Care, your advocate will be informed of the complaint process and also of agencies that have a responsibility to make sure that Bannister In Home Care does its job properly. One such agency would be the NSW Ombudsman.

CONSENT

WHAT DOES IT MEAN TO GIVE CONSENT?

1. When you give consent you are giving your permission or saying that it is alright for a particular thing to happen. This means that it is your choice if you want people to read your file or provide information to another person or agency. You must always fully understand what a person needs your consent for, and if you have any doubt you should ask Bannister In Home Care or your advocate or guardian for help.
2. You can withdraw your consent at any time. This means that if you have given consent to take part in a particular program as part of your person centred plan and then discover that you do not like the program, you can say that you no longer want to participate in that program.

WHAT SORTS OF THINGS WILL CONSENT BE NEEDED FOR?

1. Bannister In Home Care will need your consent to:
 - Be able to read the information that service providers have about you and for Bannister In Home Care to provide any information about you to other service providers, your family or advocate.
 - Ask people to attend your person centred planning meeting.
 - To carry out any training programs or behaviour change programs that it may want to put in place for you.
 - Be able to assist you to see a doctor or a dentist.
 - Give you medication.

HOW DO I GIVE CONSENT?

1. Bannister In Home Care will ask you to sign a consent form especially if this is consent for the release of your personal information. A staff member from Bannister In Home Care will always explain to you what they are asking your permission for. If you are at all unsure you should ask your guardian or advocate for assistance.
2. If you feel that you are unable to give consent about issues in your life then Bannister In Home Care can talk to your family or guardian or advocate. If you do not have family that is able to make decisions for you, Bannister In Home Care can help you to make an application for the appointment of a guardian to help you make those decisions.

WHAT IS A GUARDIAN?

1. A guardian is usually a person who has been legally appointed to make decisions on your behalf. This person may be a friend, a family member, or a person from an organization such as the Office of the Public Guardian.

WOULD BANNISTER IN HOME CARE GIVE OUT MY PERSONAL INFORMATION WITHOUT MY CONSENT?

1. The only time Bannister In Home Care would give out any of your personal information without your consent would be if it was unquestionably in your best interest. This would normally only be in emergency or life threatening situations and could include for example if you were very sick and needed a doctor to know about your medication and were not able to tell him or her yourself.

COMMUNICATION

WHAT DOES BANNISTER IN HOME CARE MEAN BY COMMUNICATION?

1. Communication is the way we get our message across to other people. It is the way we let people know what we want in a way that they can understand. It is also the way other people let us know what they want in a way we can understand.
2. Normally we communicate by:
 - Talking and listening.
 - Using our hands and body movement.
 - The expressions on our face.
 - The use of special equipment that use pictures, numbers, letter boards and computers.

HOW WILL BANNISTER IN HOME CARE COMMUNICATE WITH ME?

1. Bannister In Home Care staff will never talk to, or behave towards you in a way that will make you frightened or uncomfortable.
2. Bannister In Home Care will always ensure that the way you are communicated with is effective. That means that when Bannister In Home Care staff members need to pass on information that is important to you, they will do it in the best way possible so that you understand what is happening.
3. Bannister In Home Care will train its staff if necessary to use any communication system that you may need or use. Your person centred plan will also be discussed with you in a way that you can understand.

WHAT IF I HAVE COMMUNICATION DIFFICULTIES?

1. Bannister In Home Care will help you to find people who are trained to assist you to improve your communication skills or use interpreters and translators if required. Bannister In Home Care will help you to obtain and learn to use any special communication devices or equipment that you may need.

PRIVACY, DIGNITY AND CONFIDENTIALITY

HOW DOES BANNISTER IN HOME CARE DEAL WITH MY PRIVACY?

1. Bannister In Home Care believes that you have the same rights to privacy, and confidentiality as all other people in society and to be treated with the same dignity and respect.

WILL BANNISTER IN HOME CARE KEEP A RECORD OR FILE ABOUT ME?

1. Yes, there will be a file and records that will contain information about you. This file will only contain the information that Bannister In Home Care needs to assist you to live your life. The type of information could include things like:
 - Your name, address and contact telephone number.
 - Some basic medical information that will help Bannister In Home Care to better meet your needs.
 - Information about your culture, beliefs and values so that we can best meet these particular needs
 - Contact name and number for a close friend or family member that can be called in case of an emergency.
 - Names and contact numbers of people you think are important in your life.
 - Information from your person centred plan and any training programs so that Bannister In Home Care can help you in the way you want.
 - Notes from your Bannister In Home Care support workers so that they can remember the sort of things that they have done with you and how well your person centred plan is working.
2. Nobody except Bannister In Home Care staff and you can see your file without your permission. Only Bannister In Home Care support workers that are assisting you are able to read your file or records.

CAN I SEE MY FILE?

1. You can read your file whenever you want to. All you have to do is tell your worker from Bannister In Home Care that you want to read your file and they will make arrangements for you to do so.

HOW WILL BANNISTER IN HOME CARE USE INFORMATION THEY HAVE ABOUT ME?

1. Bannister In Home Care will only use your information to help you. The information about you is only used to plan such things as support for you.

2. Bannister In Home Care will use general information that will come from your file, but that is not directly linked to your name, to plan better services for all people who use Bannister In Home Care.

HOW WILL BANNISTER IN HOME CARE STAFF TREAT ME?

1. Bannister In Home Care staff will never talk about you or your problems with anyone that is not part of your person centred planning process unless you give Bannister In Home Care permission to do so.
2. Bannister In Home Care staff will never talk about your needs in front of you unless you are included in the conversation.
3. Bannister In Home Care will never discuss issues about you in public.
4. You will always be included in any person centred planning meetings or other meetings that involve delivering services to you.
5. Bannister In Home Care staff members will always treat you with dignity and respect. That means that they will treat you as you would like to be treated by your friends and family.

HOW WILL BANNISTER IN HOME CARE HELP ME WITH MY PARTNER AND FRIENDS?

1. Bannister In Home Care knows that you have the right to choose your own friends and partners.
2. Bannister In Home Care can help you to learn how to know if a person is likely to treat you well or not.
3. Bannister In Home Care can help you learn the skills that will help you make and keep good friends.
4. Bannister In Home Care will help and support you to live the lifestyle of your choice. This means that Bannister In Home Care will help you live your life the way you want.

HOW WILL BANNISTER IN HOME CARE HELP ME WITH MY PERSONAL PROPERTY?

1. If you would like Bannister In Home Care staff to help you look after your personal property by showing you how to use it properly, how to care for it and what to do if something goes wrong, they will do this.

PERSON CENTRED PLANNING

WHAT IS A PERSON CENTRED PLAN?

1. Your person centred plan is a way for you to tell your service providers like Bannister In Home Care how you want them to help you.
2. Your person centred plan will have in it the things that you want Bannister In Home Care staff to do for you, things you want to learn, things that you would like to do, and the places that you would like to visit.
3. Your person centred plan will:
 - Explain to service providers how they should help you to reach your goals.
 - Explain what your responsibilities are and what you will have to do to reach your goals.
 - Explain who will be assisting you to reach your goals.
 - Explain to you when you can expect to have finished what you set out to do.

DO ALL PEOPLE HAVE A PERSON CENTRED PLAN?

1. Yes. This is so that all people who are helped by Bannister In Home Care can have their own programs which assist them to address their individual needs. This also ensures that Bannister In Home Care has enough staff and time to allocate to each person.

HOW SOON WILL I HAVE A PERSON CENTRED PLAN?

1. Once Bannister In Home Care has agreed to provide you with assistance, the person centred plan will be the next step in the process. This is because the person centred plan tells Bannister In Home Care how to help you and what sort of services you think you'll need. You will be able to hold your first person centred planning meeting as soon as Bannister In Home Care has agreed to help you.

WHAT IS MEANT BY A PERSON CENTRED PLANNING MEETING?

1. The person centred planning meeting is where you, your advocate, workers from Bannister In Home Care and anyone else that you think should be invited come together to discuss the support you want, the things you want to learn and achieve that help you to live in the community.
2. You will be able to talk about the things you want to do, what things you want to learn and who you would like to live with.

3. You can also talk about the things that you do not want to happen. If there is some activity you don't like, the person centred planning meeting is one of the opportunities you have to let people know. This will ensure that it is not included as part of your program.
4. At the end of the person centred planning meeting a plan is developed that will tell people what you want and how they can help you to achieve it. The plan will also tell you who is responsible for making sure that all the jobs in the plan are done. The plan will also tell you what you have to do to reach the goals that you have set.

WHAT HAPPENS IF I DON'T ATTEND THE PERSON CENTRED PLANNING MEETING?

1. If you are unable to attend your person centred planning meeting your support worker will try to find another time for the meeting to take place. If it is very important that this meeting take place and you are unable to attend, your support worker can attend for you and tell the people at the meeting what it is that you want to happen. The support worker will listen to the other people to get their opinions and comments.
2. The support worker will then tell you what happened at the meeting and let you know what the other people suggested. You can then agree to the plan or you can ask that the worker help you to make changes that you want and then take it back to the other people who were at the meeting so that they also know what you want changed.
3. Before a person centred plan can be put into action you have to agree that it is what you want. This may be something you will need to discuss with your guardian or advocate.

WHAT WILL THE PERSON CENTRED PLAN TELL ME?

1. The person centred plan will tell you the type of help that you will get from Bannister In Home Care and who will be providing that help. It will also tell you how that help will be provided.
2. The person centred plan will also require a date to be reviewed. It is reviewed at a meeting similar to your first meeting to make sure that everyone is following the plan properly and that you are happy with how it is going.

HOW OFTEN WILL I HAVE A PERSON CENTRED PLANNING MEETING?

1. The person centred planning meeting will normally take place every three months after your first meeting. A review meeting however can take place as often as you require or request.

CAN MY PERSON CENTRED PLAN BE CHANGED WITHOUT MY CONSENT?

1. No. The person centred plan is your personal plan and if it has to be changed, you must be involved in the process. No changes can take place without your permission.

DEALING WITH COMPLAINTS

DO I HAVE A RIGHT TO COMPLAIN ABOUT A PERSON WHO WORKS FOR BANNISTER IN HOME CARE?

1. Yes. You always have the right to expect the best possible standard of service from Bannister In Home Care. Bannister In Home Care will treat any concern or complaint as a serious issue.
2. No matter what happens, Bannister In Home Care staff members are not allowed to yell, swear at you, use your personal property without your permission, hit you or hurt you in any way. Bannister In Home Care staff members are not to touch you in any way that may hurt you or make you feel uncomfortable. If they do, you should lodge a complaint.

WHO CAN MAKE A COMPLAINT?

1. You as a service user can make a complaint if you are not happy with a staff member or the services offered by Bannister In Home Care.
2. There are a number of people who may be able to raise a concern or make a complaint on your behalf. These could include:
 - Your advocate.
 - A family member.
 - A close friend.
 - Your support worker or Manager.
 - A person you know and trust.

WHAT SHOULD I DO IF I HAVE A COMPLAINT ABOUT A PERSON WHO WORKS FOR BANNISTER IN HOME CARE OR ABOUT THE SERVICE I RECEIVE?

1. The first thing to do is tell a Bannister In Home Care staff member that that you are not happy and tell them what it is you are not happy about.
2. If you feel that you are not able to talk about your problem with the staff members that are directly assisting you, you can ring and talk to the Service Manager, or ask your family or advocate for help. Your advocate or family member can contact the Service Manager and help you put your complaint in writing. You should then send your letter to the Service Manager.
3. If you do not have family or an advocate, Bannister In Home Care will assist you to find an independent external agency that will be able to help. If you need an interpreter or

translator, Bannister In Home Care can ensure that you have access to an independent service.

WHAT WILL BANNISTER IN HOME CARE DO WITH THE COMPLAINT?

1. Once a complaint has been received a staff member at Bannister In Home Care will be appointed to investigate and find a resolution to the complaint. The Service Manager will write a letter to you to let you know that the complaint has been received. This letter will give you a date by which Bannister In Home Care expects to have the complaint resolved.
2. The complaint will then be investigated and you will be consulted about what you expect the problem will be fixed. Bannister In Home Care will try to meet your expectations wherever possible and will make a plan to resolve the complaint. You will be able to tell Bannister In Home Care what you are feeling about the plan. You can let Bannister In Home Care know if you are happy, or if you no longer have a complaint or that you are not satisfied with the outcome.

WHAT WILL I DO IF I THINK THE COMPLAINT HAS NOT BEEN HANDLED PROPERLY?

1. If you are not happy with the response from Bannister In Home Care about your complaint, you can speak with a Bannister In Home Care Board Member who will try to help resolve the complaint to meet your expectations.
2. If you are not happy with the response from Bannister In Home Care Board Member, you can speak to another agency such as the NSW Ombudsman who will help you.

STOPPING OR REFUSING SERVICES

CAN I REFUSE OR STOP A SERVICE THAT I GET FROM BANNISTER IN HOME CARE?

1. Yes. You can refuse or stop a service that you receive from Bannister In Home Care. You might do this if you think that you no longer need the service or if you can receive a more appropriate service from another agency.
2. If you stop the service provided by Bannister In Home Care you can have Bannister In Home Care provide a service in future. This will however depend on Bannister in Home Care being able to meet your needs and appropriate staff available to provide you with a service.

CAN BANNISTER IN HOME CARE STOP PROVIDING ME WITH A SERVICE?

1. Yes, Bannister In Home Care can refuse or stop a service that it is providing to you. This would only happen however after discussion with you and if necessary with your family/guardian/advocate. This withdrawal of services may also be done through the person centred plan review meeting.
2. Bannister In Home Care may decide to stop or refuse a service because of the following :
 - Bannister In Home Care cannot provide the service\ s you are asking for
 - You have refused a service on a number of previous occasions.
 - You do not pay fees for your service.
 - The service can be provided more effectively by another organization.
 - You decide to move out of the areas that are serviced by Bannister In Home Care.
 - Your actions place the staff of Bannister In Home Care at risk and that risk cannot be reduced within the resources of Bannister In Home Care or when the additional necessary resources are unavailable.

IF I DO STOP SERVICES WITH BANNISTER IN HOME CARE CAN I ACCESS THEM AGAIN?

1. Yes, you can access the services of Bannister In Home Care again if there are staff members available and if Bannister In Home Care can meet your needs.
2. Bannister In Home Care has a full set of Policies and Procedures that can be read by any person and that explain what to do if you would like to receive or stop a service.
3. Bannister In Home Care encourages all service users and their families, guardians or advocates to read the Policies and Procedures and to ask any questions that they have about services or these documents. Please contact the Service Manager on (02) 9212 2911 if you would like to read any of our policies.