



Caring Support @ Home Participant Handbook

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1 WELCOME TO CARING SUPPORT @ HOME

Caring Support @ Home Board, Management and workers welcome you to our facility. We are committed to partnering with you and your family and loved ones to support you to achieve your personal goals and continue to live the best life you can.

1.1 CONTACTING US

Key contacts in Caring Support @ Home are:

Contact Person	Phone Number	Email
Care Partner	03 91315187	
Team Leader/Clinical Manager	03 91315187	Jennifer Fawcett jfawcett@caringsupportathome.com.au
Coordinator –	03 91315187	Cassie and Catherine contact@caringsupportathome.com.au

If you have concerns about our service, please feel free to talk to any of our workers or contact any of the people listed above. We value your input and encourage your feedback.

1.2 OUR VISION

Our vision for Caring Support @ Home is to be a quality provider of aged care services to older people, including people with complex needs, to enjoy life through social connection, support and achieving your personal goals.

1.3 OUR OBJECTIVES

Our objectives are:

- To support older people to maintain optimal independence and stay living in their own homes for as long as they can and wish to do so
- To support family or other primary care givers in their role and
- To operate Caring Support @ Home in an effective, efficient and accountable manner in partnership with our Participants and workers.

1.4 OUR PHILOSOPHY

Caring Support @ Home believe in:

- The right of people to make informed choices and maintain their independence in their own lives
- The right of people to dignity, respect, privacy and confidentiality
- The right of people to be valued as individuals
- The right of people to access services on a non-discriminatory basis, and
- The right of the community to receive accountable and responsive services.

2 YOUR RIGHTS AND RESPONSIBILITIES

2.1 YOUR RIGHTS

Under the Aged Care Act you have the following rights:

- **Independence, autonomy, empowerment and freedom of choice:**
 - To be involved in making decisions about my care, and the services I receive and by whom and when

- To oversee your financial affairs and personal possessions
- To decide what personal risks you want to take including in pursuit of your quality of life, social participation and intimate and sexual relationships
- **Equitable access:**
- You decide if you want assessment or reassessment:
 - In a manner which is culturally safe, culturally appropriate, trauma-aware and healing-informed
 - Accessible and suitable for individuals living with dementia or other cognitive impairment
 - Palliative care and end-of-life care when required.
- **Quality and safe aged care services:**
 - You are treated with dignity and respect
 - Receive safe, fair, equitable and non-discriminatory treatment
 - Have your identity, culture, spirituality and diversity valued and supported
 - Funded aged care services are delivered to you:
 - in a way that is culturally safe, culturally appropriate, trauma-aware and healing-informed
 - in an accessible manner
 - by aged care workers of registered providers who have appropriate qualifications, skills and experience
 - You are free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct
 - You have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under the Aged Care Act 2024.
- **Person-centred communication and ability to raise issues without reprisal:**
 - You are informed in a way you understand, about the services you access

- You can express opinions about the services you receive and are heard
- You can communicate in your preferred language or method of communication, with access to interpreters and communication aids as required.
- There is open communication and support from the providers when issues arise in the delivery services
- You can make complaints without fear of reprisal, about the delivery of services I receive
- Your complaints are dealt with fairly and promptly.
- **Advocates, significant persons and social connections:**
 - You are supported by an advocate or other person of your choice, when exercising or seeking to understand your rights in this statement, voicing your opinions, making decisions that affect your life and making complaints or giving feedback.
 - The role of persons who are significant to you, including supporters, carers, visitors and volunteers, is acknowledged and respected.
 - You have opportunities and assistance, to stay connected (if you so choose) with:
 - significant persons in your life and pets, including through safe visitation by family members, friends, volunteers or other visitors where you live and visits to family members or friends; and
 - your community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and
 - for Aboriginal or Torres Strait Islander people - community, Country and Island Home.
 - You can access, at any time, a person you choose, or a person designated by an appropriate authority.

You are provided with information on your rights, a copy of the Statement of Rights and an explanation of your rights and what to do if they are not respected. If necessary, assistance can be provided to you to understand the Statement of Rights and any other information provided to you.

2.2 YOUR RESPONSIBILITIES AS A PARTICIPANT

We value Participant input and participation in how services are provided, and we also believe that all people involved in aged care including Participants, their families, carers, visitors and the aged care workforce, must respect and be considerate of each other. To support this principle, Participants are expected to:

1. Provide us with the information we need to properly deliver care and services
2. Comply with the conditions of your Service Agreement and pay the fees outlined in the agreement on time and
3. Respect the rights of our workers to work in a safe environment. Any kind of violence, harassment or abuse towards workers or others is not acceptable.

2.3 YOUR RIGHTS UNDER PARTICIPANT LAW¹

In addition to your rights under the Aged Care Act 2024 and other relevant legislation, we ensure the following under Australian Participant Law:

You have a right to:

- Clear, honest and complete information about the services provided to you, including information displayed on the My Aged Care website
- Time to make your decisions and ask for help if you need to
- No pressure selling of services
- All the terms in your agreements are fair for all parties
- A clear and easy dispute resolution process.

3 REGISTERED SUPPORTERS

Under the new Aged Care Act Participants can choose to nominate one or more people as a Registered Supporter. Your registered supporter can:

- Assist and support you in understanding how aged care services work

¹ Australian Government Competition and Participant Act 2010

- Liaise with you, or on your behalf, with the aged care provider. They can request information and receive information on your behalf
- Support you through the assessment process and make sure you understand the services being offered, the costs and the choices you can make
- Assist you with any issues that arise with your provider on an ongoing basis
- Importantly, your registered supporter does not have the legal authority to make decisions for you. They support you to make decisions.

Not all your supporters need to be registered. It is only registered supporters who can talk on your behalf.

If you have any questions about registered or other supporters talk to any of our staff and they will put you in touch with someone who can assist you.

4 CARE AND SERVICES WE OFFER

4.1 OUR SERVICES

- We provide support under one home support program funded by the Australian Government Department of Health, Disability and Ageing. This is:
- The Support At Home Program which provides a package of care to support people with higher needs to stay in their own home in the community

The services we offer under these programs can include:

- **Personal Care:** assistance with personal activities such as bathing, showering, toileting, dressing and undressing, mobility and communication
- **Social Support:** support to participate in community life and develop social connections through group-based activities
- **Nutrition, hydration, meal preparation and diet:** assistance with preparing meals, including special diets for health, religious, cultural or

other reasons; assistance with using eating utensils and assistance with feeding

- **Continence management:** assistance in using continence aids and appliances such as disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances, and enemas
- **Mobility and dexterity:** providing crutches, quadruped walkers, walking frames, walking sticks, mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, pressure-relieving mattresses and assistance with the use of these aids
- **Nursing:** assessment, care/support planning and support to manage chronic health conditions (e.g. diabetes, catheter care and stoma care), wound care, medication support
- **Management of skin integrity:** assistance to maintain healthy skin, source pressure relieving devices, wound care and skin integrity support.
- **Allied health and other clinical services:** speech therapy, dietitian, podiatry, occupational or physiotherapy services, support to Participants living with cognitive impairment, hearing and vision services and access to other specialist health and well-being services as required (fees may apply)
- **Transport and personal assistance:** assistance with shopping, visiting health practitioners and attending social activities
- **Home Adjustments:** Adjustments to your home environment to make it safer and easier to remain independent at home.

Home Care services are generally provided Monday to Friday from 8.30 am to 4.00 pm. After hours and weekend support is provided for home care Participants with an assessed need

5 MAINTAINING YOUR INDEPENDENCE

5.1 WE PARTNER WITH YOU

As part of our approach to the provision of support, we work in partnership with you to meet your changing needs and to maintain your independence. This may mean providing more support at times that you need it and at

other times reducing support to ensure that you do not lose your independence. Any changes are fully discussed with you and your registered supporter before they occur.

Sometimes a person's support needs are greater than we can safely provide. If this occurs, we will discuss possible options with you and will arrange a referral to My Aged Care who will organise another service provider who can meet your needs.

5.2 HOW YOU CAN HELP - KEEPING WELL

The most important thing you can do to work with us in maintaining your independence, is keeping well. This can include:

- Make sure you get adequate fluids
- Eat adequate amounts of healthy and nourishing food
- Take your medications as per your doctor's instructions
- Speaking to your doctor or health professional about continence if needed
- Get your vision, hearing and teeth checked regularly
- Avoid infection with good hand hygiene practices, speaking to your doctor about relevant vaccinations and staying away from others with infections
- Learn fall prevention strategies. These include adequate lighting and footwear, non-slip flooring, use your walking aid and seek support from others for maintenance tasks
- Consider a personal alarm to notify others if you fall or are concerned
- Protect your skin by washing and drying skin thoroughly, moisturising your skin twice a day and seeking advice when you have a skin tear
- Keep as mobile as you can through regular activity
- Do the things you like to do
- Keep alert through learning and doing new things
- Maintain your social connections and make new ones
- Pamper yourself

- Get good sleep and
- Relax.

We can give you information and ideas on how to do these things and more. Just ask any Caring Support @ Home team member.

5.3 LIVING WITH DEMENTIA

People living with dementia, their families and carers, and health professionals, can contact the National Dementia Helpline on 1800 100 500 (free call) to discuss any concerns or access information about memory loss or dementia.

6 CHOICE AND RISK

Caring Support @ Home will support you to live the life you choose and recognises that an important part of this is for you to 'do the things you want to do'. If you want to make choices that may involve a risk to your health and/or safety we will discuss with you, the risks and potential consequences to yourself and others, and ways in which the risks can be managed to support your choice.

If your choice presents an unacceptable risk to others, including our workers, and you do not want to modify your choice to manage the risk we may modify or decline to provide any related services until the risk is managed.

If you choose to take the risk, we will ask you to sign a letter acknowledging that we discussed the risk and potential consequences with you, and that you choose to accept the risk and potential consequences.

7 ADVANCE HEALTH DIRECTIVE/PLANNING

We encourage you to speak with your Medical Practitioner or Health Professional to develop an Advance Health Directive/Plan to ensure your wishes regarding health care and treatment are followed. If you require more information or assistance with this, please speak to a team member.

8 ASSESSMENT AND REVIEWS

To receive services from Caring Support @ Home you will have been assessed by someone organised through My Aged Care. Our workers reviewed the information from My Aged Care at your Service Commencement Meeting and obtained more information from you to develop a support plan for you.

We will review your care and support whenever you or our team feel it is necessary or required, and at least once every 12 months.

Reviews allow us to understand your changing needs, work with you to achieve your goals of care and to make sure you are receiving the support you need and want. If your needs change significantly, we may refer you back to My Aged Care for a new assessment.

We are very aware that a person's needs, goals and preferences can change at any time and encourage you and/or your supporters to tell us about any changes when they occur.

We welcome and encourage you to tell us about anything you are not happy with or changes you would like.

9 SUPPORT PLAN (HELP PLAN)

When you commence services, we develop a support plan with you based on the assessment and support needs identified by My Aged Care and with input from you on your needs and preferences. The support plan shows:

- The services you will receive
- The days and times services will be delivered
- Your preferences for how services will be delivered
- Your goals for each service
- The costs or budget
- Any special requirements.

The support plan is important for ensuring you know what is going on and for workers to know what support to provide to you. The support plan is

updated whenever your needs or preferences change. You will always be provided with a copy/access to your current support plan.

If you feel your needs have changed, please advise a team member or contact your Care Coordinator.

10 SUPPORT AT HOME PROGRAM

10.1 SUPPORT AT HOME PROGRAM GUIDE²

The Department of Health has produced a manual for Participants which explains how the Support at Home Program works and provides additional information.

You can ask your Care Partner for a copy or you can download it yourself from the [My Aged Care website](#).

10.2 CARE PARTNER

At Caring Support @ Home, we understand that everyone's needs and goals are unique. To make sure we are aware of and understand your needs and goals each Support at Home (SAH) Participant is matched with a Care Partner - a dedicated team member who works alongside you to help you live independently, safely, and confidently at home.

10.2.1 WHAT IS A CARE PARTNER?

Your Care Partner is your main point of contact with Caring Support @ Home. They are here to:

- Listen to your goals and preferences
- Help you plan your support services
- Coordinate care with other providers, and your family, carers, or registered supporters
- Check in regularly to make sure your needs are being met
- Support your independence and well-being.

² Australian Government My Aged Care [Support at Home program – Booklet for older people, families and carers](#) Third edition – October 2025

How Your Care Partner Supports You

- **Personalised Planning:** Your Care Partner will work with you to create a support plan that reflects your lifestyle, values, and goals
- **Reablement Focus:** They'll help identify opportunities for you to regain or maintain skills so you can do more for yourself, with less reliance on services
- **Cultural Safety:** Your Care Partner will ensure your cultural needs are respected and understood, involving family or other supporters where appropriate
- **Ongoing Support:** As your needs change, your Care Partner will adjust your services and keep you informed every step of the way.

10.3 SECURITY OF TENURE FOR SUPPORT AT HOME³

Caring Support @ Home is committed to providing continuity of care and supporting you to remain safe and independent at home for as long as possible. We guarantee the provision of Support at Home services to you, if they are meeting your needs and supporting your safety.

There may be situations where services need to change, including:

- Your care needs can no longer be met safely at home with the resources available to us
- An aged care assessment identifies that your needs are better met by another type of aged care service
- You have intentionally caused serious injury to an aged care worker
- You have intentionally not complied with the right of aged care workers to a safe working environment
- You have not paid your required contribution and have not negotiated an alternative payment arrangement
- You notify us of a change of address to a location outside our service delivery area.

³ Australian Government Department of Health, Disability and Ageing Support at Home Program Manual A Guide for Registered Providers Version 4.1 October 2025. See 12.4.2 Provider initiated cessation of services

If any of these circumstances apply, we will:

- Provide written notice at least 14 days before services end
- Clearly explain the reason for the decision and the date services will cease
- Provide information about your rights, including how to make a complaint and access an independent aged care advocate
- Assist you in accessing other services or providers, including contacting My Aged Care and coordinating a transfer if needed.

Your Support at Home Service Agreement includes additional information on ending services. If you need assistance in understanding the agreement, please speak with your Care Partner.

10.4 LEAVE PROVISIONS FOR SUPPORT AT HOME⁴

You can take temporary leave from your Support at Home services for various reasons, including a holiday, a hospital stay, transition care, or respite care.

Where possible, we prefer to receive this notification in writing and with as much advance notice as possible. Your services will remain available to you on your return.

You can also stop services for up to one year from the date the last service was delivered. With your agreement, Caring Support @ Home will continue monthly care management with fees applying, even if services are paused. For more information talk to your Care Partner.

Before making any changes, we encourage you to speak with your Care Partner.

⁴ Australian Government Department of Health, Disability and Ageing Support at Home Program Manual A Guide for Registered Providers Version 4.1 October 2025 12.2 Temporarily stopping services

10.5 SELF-MANAGEMENT: YOUR CHOICE, YOUR WAY

Support at Home recognises that older people know their own lives best. We give you the option to self-manage aspects of your support, in a way that suits your preferences, abilities, and circumstances.

Self-management is flexible. It might mean:

- Choosing your own support workers or suppliers. You can also choose to employ your own workers directly. We will still monitor your health and make sure the services you receive reflect your support plan.
- Coordinating and scheduling when services are delivered
- Managing your budget
- Communicating directly with your workers
- Navigating the aged care system with support from your Care Partner

You can self-manage some or all aspects of your care, and you can involve family, carers, or other supporters. Your Care Partner will work with you to agree on the level of self-management that's right for you and will continue to provide care management and oversight to ensure your services are safe, high-quality, and aligned with your goals.

Important: While you have the option select your own support workers or suppliers, Caring Support @ Home remains legally responsible for the services delivered under your care plan. This means that any workers or suppliers you choose must meet our requirements for safety and quality, including appropriate qualifications, insurance, police checks, and other necessary approvals.

Note: 10% of your budget each quarter will go towards care management, even if you choose to self-manage all or some of your services.

10.6 CHANGING YOUR SUPPORT AT HOME PROVIDER⁵

You can choose to change your Support at Home provider at any time. This may be necessary if you move to a new area or require services that Caring Support @ Home is unable to provide.

12 DELIVERING SUPPORT

12.1 HOME CARE

12.1.1 KEEPING APPOINTMENTS

Our Support Workers work to a tight schedule which makes it difficult to accommodate short notice changes to appointments. Except in the case of emergencies, a week's notice is required of a change. If we are unable to schedule a new appointment you may have to wait for your next scheduled visit (except where lack of support may impact directly on your wellbeing, such as nursing services).

If you are not home when the Support Worker arrives, we may require payment for that visit as we still need to pay the Support Worker for the time. We will talk with you about what you want us to do if you do not respond to a scheduled visit: e.g. contact your next of kin. This will be recorded on your support plan, so workers know what action to take.

If you are unable to keep an appointment, please ring the office. The more notice you give us, the better the chance of making another appointment.

12.1.2 RESCHEDULING OF SUPPORT VISITS

On rare occasions Caring Support @ Home may need to reschedule or cancel a support visit due to unforeseen worker shortages. If this happens, we will telephone you as soon as possible to let you know and will try to arrange a new time for the visit.

⁵ Australian Government Department of Health, Disability and Ageing Support at Home Program Manual A Guide for Registered Providers Version 4.1 October 2025 12.3 Changing providers

12.1.3 SMOKING

Our workers and volunteers are not permitted to smoke in people's homes.

We also request that you do not smoke when a worker or volunteer is in your home and that you do not smoke in the day centre or in worker's and volunteer's vehicles.

12.1.4 DOGS

As the behaviour of dogs can be unpredictable, we ask you to make sure that any dog, other than an assistive dog, is restrained while the Support Worker is in your home. Our workers are instructed to leave a home if the dog is not restrained.

12.1.5 CHEMICALS IN THE HOME

Our workers may be exposed to chemicals every day due to their work, so we insist that they do not work with hazardous chemicals in your home. Support workers are not permitted to use products containing bleach or any corrosive chemicals such as oven cleaners. Simple detergents and non-hazardous chemicals can be used by support workers.

All cleaning products have instructions for use on them and advise if the product is hazardous. Purchase non-hazardous chemicals for the support workers to use. Support workers will use the appropriate personal protective equipment, such as gloves when using certain products.

13 PARTICIPANT AGREEMENTS, CONTRIBUTIONS AND CHARGES

13.1 SUPPORT AT HOME SERVICE AGREEMENT⁶

When you commence services with us you will be asked to sign a Support at Home Service Agreement. This specifies :

- The services to be provided and by whom and when

⁶ Australian Government Aged Care Act 2024 and User Rights Principles 2014

- The price charged for each service and any planned increases in pricing or where a price is not known how they will advise you when it is known
- A record of your agreement to pay contributions payable by you
- Your Rights
- Your involvement in the management of your service
- Taking leave
- Transferring to another provider
- How and when the service agreement can be cancelled
- Advice that you have a 14-day cooling off period.

Other important things to know about your service agreement are:

- It must be reviewed every 12 months and when requested by you
- Both you (or another person who has authority on your behalf) and the provider agree to entering into the service agreement
- You should be given a copy of the signed agreement. Note that you have a cooling off period of 14 days.
- A new service agreement will be provided if changes need to be made to your services and you and your provider agree to the changes.

We will explain the service agreement to you at your service commencement meeting. If you later want to clarify anything in the service agreement you are most welcome to talk to your Care Partner.

13.1.1 YOUR CONTRIBUTIONS

Participants are required to pay a contribution for the support they receive from Caring Support @ Home for home support services. (Note clinical services under SAH are fully subsidised and do not require any Participant contribution).

A schedule of the fees will be provided to you at your Commencement Meeting. You can at any time contact your Care Partner or our office for an up-to-date schedule of fees.

Our fees are set in accordance with the Support at Home program and our pricing Schedule and price list are reviewed every two months to ensure fees remain fair, transparent, and aligned with the cost of delivering quality care. Your Care Partner will discuss and make an agreement with you on any changes to your fees and provide an updated service agreement if needed.

Your ability to pay is always considered, and we are committed to ensuring our services remain accessible and affordable.

Note: From 1 July 2026, most services will have a capped price. Price caps will be set by government.

You are most welcome to discuss your contribution level or any changes to it with us.

13.1.2 CONTRIBUTION REDUCTION

If you're experiencing financial hardship, please speak with your Care Partner about applying for a Fee Reduction Supplement through Services Australia by completing an [Aged care claim for financial hardship assistance form](#). Your Care Partner can assist you with the application. Eligibility requirements apply, and Services Australia will assess your circumstances to determine if you qualify.

If you choose to apply independently, please notify us so we can pause your contributions while your application is being assessed.

13.1.3 APPEAL

If your application for a Fee Reduction Supplement is not approved and you believe the decision is incorrect, you have the right to request a review. Your Care Partner can help you understand the process and support you in seeking a review.

14 EQUIPMENT

All equipment purchased by us and provided to support you remains our property and is recorded on an equipment register and maintained as per the maintenance schedule.

14.1 SUPPORT AT HOME

Equipment hired or purchased for you and paid for by you or your Support at Home funds, will remain your property. You may be able to use Support at Home funds for maintenance and repair of the equipment.

If you wish to buy equipment, either with your private funds or from your home care package, we use the services of an Occupational Therapist to assess your needs and prescribe safe and quality equipment.

15 ABUSE AND NEGLECT

The Aged Care Act, states that people have a right to feel safe, and to live in an environment where they are protected from abuse or neglect.

15.1 WHAT IS ABUSE AND NEGLECT?

Abuse can include:

- Unreasonable use of force or rough handling by workers working with you
- Sexual contact or inappropriate sexual suggestions or conduct
- Psychological abuse to make you feel bad
- Stealing or trying to obtain money from you
- Neglecting your needs or wishes when delivering services to you.

People can be at risk of abuse from family, friends, our workers, other Participants, or other people. Whilst we are aware that we cannot control all risks to you, we are committed to making sure you are safe in our service and with our workers. We may also be able to assist or support you if you experience abuse or neglect outside of our service.

To protect your right to safety the Government has introduced the Serious Incident Response Scheme (SIRS). Under the SIRS we must report the following incidents to the Aged Care Quality and Safety Commission:

- Unreasonable use of force – such as kicking, punching or rough handling
- Unlawful sexual contact or inappropriate sexual conduct – like stalking, making sexual advances or unwanted sexual touching
- Psychological or emotional abuse – such as yelling, name calling or ignoring
- Stealing or financial coercion by a team member – such as stealing money or pressuring you to give money
- Neglect – such as not giving you the care you need to stay well
- Inappropriate use of restrictive practices – such as using physical force or medication to restrict your freedom or movement
- Missing Participants – such as where a Participant goes missing from our facility or an activity or event provided by us
- Unexpected death – such as someone dying unexpectedly because they did not receive proper care and services.

If you have any concerns about your safety in Caring Support @ Home or outside, please talk to us as soon as possible. We guarantee your confidentiality as far as possible, and we will only assist or take action that you are happy with.

You can also contact the Aged Care Quality and Safety Commission on 1800 951 or the Elder Help Line on 1800 353 374.

All reporting we do on your behalf, or you do, will be dealt with sensitivity and respect for what you want to occur.

16 PRIVACY AND CONFIDENTIALITY

Caring Support @ Home is committed to protecting your privacy and confidentiality. We comply with the Privacy Act

**1988, Privacy Amendment (Enhancing Privacy Protection) Act
2012 and the Australian Privacy Principles.**

To ensure your privacy:

- Your files and other information are securely stored
- We only collect information about you that is relevant to the support you receive, and we explain to you why we collect the information and what we use it for
- Information we collect can include: personal details, contact details, family/ supporter details, medical history, health care provider details, financial information, assessments, clinical notes, medications, Medicare/healthcare fund details, specialist reports, test results and referral information
- All information relating to you is confidential and is not disclosed to any other person or organisation without your permission
- We seek consent from you to, in an emergency, disclose personal information to other health service providers to provide emergency care or services
- We seek consent from you to provide access to your records to government officials (or their delegates) for quality reviews or the investigation of complaints. The people accessing this information are required to keep all information confidential
- Information provided to government bodies regarding service provision does not identify you. If any information is provided to outside government agencies for data purposes, we ensure that the information is de-identified, and we make a note in your record of what information was shared and to whom
- You can withdraw consent to share personal information at any time
- You can ask to see the information that we keep about you, and we will support you to access this information within 30 days of the request. Information is provided in a format that is easily understood. You can nominate a supporter to access your records held by Caring Support @ Home
- The provision of information to people outside the service is authorised by the Team Leader

- We do not discuss you or your support with people not directly involved in supporting you
- We take steps to correct information where appropriate and regularly review your information to ensure it is accurate and up to date
- Reviews are always conducted in private with you and our workers unless you consent to your carer, advocate or other person being present
- During your reviews our worker asks you about any privacy requirements you have such as a preference for a male or female support worker. These are noted on your assessment form and support plan
- Any discussions between workers about you are held in a closed office
- You are supported by us should you have a complaint or dispute regarding our privacy policy or the management of your personal information
- Any references to you in meeting minutes refer to you by initials only or another unique identifier, such as your Participant number
- We confidentially destroy any personal information held about you when it is no longer necessary to provide support or to keep the information.

If you have any concerns about your privacy, or lack of it, please contact your care partner or any staff person you feel comfortable with.

17 COMPLAINTS AND FEEDBACK

Caring Support @ Home encourages you to provide feedback on the support we provide. This assists us to better meet your needs and to plan for the future.

If you are unhappy with any of the services you receive or an incident that occurred, please let us know. If you do not feel comfortable with the Support Worker providing your care, please let management know and a change of worker can be arranged if necessary. We have continuous

improvement processes in place that use your feedback to improve our services.

Similarly, we enjoy hearing when we do things well; feel free to provide compliments about our service.

All complaints and feedback are treated in confidence and will not affect the quality of support you receive or any other dealings you have with Caring Support @ Home.

17.1 COMPLAINTS PROCEDURE

Caring Support @ Home tries hard to make sure that high quality services are provided to all Participants. We know that sometimes things can go wrong and when this happens, we want to hear from our Participants about what went wrong for them and what we can do to fix things.

We are committed to making sure that you and your family and supporters feel safe and supported to raise concerns about our services. You have the right to make a complaint or provide feedback at any time, and we will treat all complaints seriously, respectfully, and without retaliation or discrimination. Complaints and feedback may be given anonymously if preferred.

We can support and assist you in making a complaint or giving feedback including assistance from staff to complete a Complaint Form, access to interpreters or translated materials and information and assistance to access independent advocacy services.

A copy of our Complaints and Feedback procedure is available from reception or any team member and is on our website. We provide all Participants wishing to make a complaint with the Aged Care Quality and Safety Commission brochure; “[Do you have a concern?](#)”⁷. This is available in a range of languages.

⁷ Australian Government Aged Care Quality and Safety Commission [Do you have a concern or complaint?](#). Website Accessed November 2025

You are encouraged to raise your complaint or feedback:

- To any staff member, including the staff member involved (if you feel comfortable), or with a member of management.

Key worker phone numbers are listed above in 1.1 Contacting Us

- By phone, email, or letter, or by using our **Complaint Form** or **Tell Us What You Think** form, which are available throughout our premises and were provided to you when you commenced services. Copies of the forms are also available at reception or from any staff member
- If you prefer not to raise an issue or suggestion formally, you can record your informal feedback on a **Tell Us What You Think** form (Participant names are not reported). Workers can submit one on your behalf and will consult with you if your feedback raises issues that need to be resolved
- Complaints can also be made directly to the Aged Care Quality and Safety Commission (ACQSC) [Complaints Commissioner](#)
- Senior staff not involved in the complaint can liaise with management to resolve the complaint.
- You can use an advocate to assist you. This can be a family member, friend or one of the agencies listed below in Advocacy and External Complaints Contacts. We can assist you to contact an advocate of your choice
- If an issue is not satisfactorily resolved, you can submit your complaint in writing to the Manager Caring Support @ Home Locked Bag 999 ACORN WA 9999. We are happy to assist you with this if you phone the office
- If you are unhappy with the Manager's decision you may wish to contact one of the advocacy and external complaints contacts listed below in Advocacy and External Complaints Contacts. This includes the Aged Care Quality and Safety Commission. Again, we can help you with this
- Once your complaint has been finalised someone from Caring Support @ Home will be in touch to make sure you still feel comfortable accessing support and to ask for your feedback on the complaint process.

(See also Whistleblower below.)

***Remember that you can use an advocate to assist you
with your complaint.***

17.2 OPEN DISCLOSURE

All complaints or incidents are dealt with using an open disclosure approach. It involves open and honest discussion/s and sharing of information between you and relevant workers, including senior management.

We participate in open disclosure to ensure we improve and prevent any future recurrence of incidents.

17.3 WHISTLEBLOWERS

A whistleblower is someone who reports misconduct or wrongdoing in an organisation. For example, a Participant in an aged care service becomes aware that services are being recorded against them that they are not receiving. When they raise it, the issue is ignored or dismissed. The Participant decides to report this to the Aged Care Quality and Safety Commission. This makes the Participant a whistleblower.

Complaints involving serious concerns, where there are reasonable grounds to suspect that Caring Support @ Home or anyone acting on our behalf (such as staff or volunteers) may have breached the Aged Care Act may qualify for Whistleblower protections. Examples include misuse of government funds, unlawful conduct, or abuse or neglect of a Participant.

We welcome and encourage whistleblowers to come forward. Speaking up helps us protect the safety and rights of all Participants and improve the quality of our services.

We can support and assist you or your supporters in understanding the whistleblower process or making a whistleblower disclosure, including access to interpreters, translated materials and information and assistance to access independent advocacy services.

Whistleblowers have some protections under law. These include:

- You can choose to report anonymously and your identity (and the identity of anyone you request) must be kept confidential
- You are protected from retaliation, including threats, discrimination, or other negative treatment
- You are protected from legal action for making a report.

Full details of our whistleblower policy and how to make a whistleblower disclosure are available online at

www.acornagedcare.com.au/whistleblowers or from any worker.

If someone wants to make a whistleblower report related to Caring Support @ Home they should include:

- Their name and contact details, unless they want to be anonymous
- Details of the alleged wrongdoing (who, what, when, where, how)
- Why they think their concern is about a breach of aged care laws
- Any supporting documentation they want to provide
- If they are concerned about possible punishment or unfair treatment.

Complaints that meet the criteria for a whistleblower disclosure may be treated as either a complaint or a whistleblower disclosure, depending on the reporter's preference.

17.4 PARTICIPANT ADVISORY BODY

For services that have an existing Participant Advisory Body:

At Caring Support @ Home, we have **Participant Advisory Bodies (CABs)** that help us understand what matters most to the people we care for. One CAB represents our **Home Care Participants**, and another represents our **Residential Care Participants**.

These groups meet regularly to share feedback and ideas with our leadership team. Their insights help us improve our services and ensure we are meeting your needs and expectations.

Written invitations to join or help shape these groups are sent out each year. If at any time you would like to take part, or if you have feedback about the way CABs are working, we encourage you to contact us directly. You can also reach out to the Older Persons Advocacy Network (OPAN) for independent advice or support by calling 1800 700 600 or visiting opan.org.au.

We value your voice and welcome your input.

For services that do not yet have a Participant Advisory Body:

At Caring Support @ Home, we are committed to listening to the people we care for and continuously improving our services.

A Participant Advisory Body (CAB) is a group of people receiving our services and their supporters, who meet regularly to share feedback and ideas with our leadership team. Their insights help us improve our services and ensure we are meeting your needs and expectations.

Each year, we send a written invitation to all Participants and their supporters to express interest in forming a CAB but there hasn't been enough interest yet to do so. If there is enough interest, we will support the establishment of one or more CABs to ensure your voices are heard.

You don't have to wait for the annual invitation, if you support the development of a CAB or have feedback about your care and service, we encourage you to contact us at any time. You can also reach out to the Older Persons Advocacy Network (OPAN) for independent advice or support by calling 1800 700 600 or visiting opan.org.au.

18 CONTINUOUS IMPROVEMENT

We pride ourselves on working with Participants to improve our services. We welcome your feedback on any aspects of our service and invite you complete our feedback form or talk to workers whenever you like, and to participate in our surveys.

We regularly conduct audits and surveys and participate in reviews of our service to ensure we are meeting the Aged Care Quality Standards.

19 ADVOCACY

19.1 YOUR RIGHT TO AN ADVOCATE

You have a right to use a person of your choice to negotiate on your behalf with Caring Support @ Home. This may be a family member, friend or advocacy service. A list of advocacy services is provided below. We can help you contact a service if you like.

19.2 WHAT IS AN ADVOCATE?

An advocate is a person who, with your authority, represents your interests. Advocates may be used during assessments, reviews, and complaints or for any other communication between you and Caring Support @ Home.

19.2.1 INDEPENDENT AGED CARE ADVOCATES

Independent aged care advocates are advocates are not connected to any aged care provider, government department, or regulator. They work for organisations funded by the government to provide free, confidential, and independent advocacy.

Independent advocates can:

- Help you understand your rights under aged care law
- Support you to raise concerns or make complaints
- Represent your wishes and interests during assessments, reviews, or other discussions
- Assist your family or other supporters to better understand and represent your needs.

19.3 APPOINTING AN ADVOCATE

If you wish to appoint an advocate let us know the name of the person you wish to be your advocate. You can use the form - Authority to Act as an Advocate. You can change your advocate at any time using the same form.

19.4 GUIDELINES FOR ADVOCATES

Guidelines for advocates are included with the Authority to Act as an Advocate form, for you to pass on to your advocate.

19.5 ADVOCACY AND EXTERNAL COMPLAINTS CONTACTS

Advocacy and external complaints contacts available to Participants include:

Agency	Contact details
National	
<p>Aged Care Quality and Safety Commission Address: GPO Box 9819 In your Capital City Contact if concerns regarding the care and services provided in aged care.</p>	<p>Available Monday to Friday, 9.00am to 5.00pm</p> <p>Complaints & concerns: 1800 951 822 (all enquiries) Food, Nutrition and Dining Hotline 1800 844 044</p> <p>Email: info@agedcarequality.gov.au Online complaint form: https://www.agedcarequality.gov.au/</p>
<p>Older Persons Advocacy Network (OPAN) Contact OPAN if you need advocacy support for government-subsidised aged care.</p>	<p>Available Monday to Friday 8am–8pm and Saturday 10am-4pm.</p> <p>Older Persons Advocacy Network: 1800 700 600 Email: enquiries@opan.org.au Web: https://opan.com.au/</p>

Agency	Contact details
<p>National Aged Care Advocacy Program</p> <p>Contact if you have questions about NACAP or upcoming funding rounds.</p>	<p>Translation and interpretation services available.</p> <p>National Aged Care Advocacy Program (NACAP)</p> <p>Email: AgedCareAdvocacy@health.gov.au</p> <p>Web: https://www.health.gov.au/our-work/national-aged-care-advocacy-program-nacap</p>
<p>My Aged Care</p> <p>Address: My Aged Care Complaints PO Box 1237 Runaway Bay QLD 4216</p>	<p>Contact My Aged Care to discuss concerns and raise a complaint if needed on 1800 200 422.</p> <p>Email: myagedcaresupport@health.gov.au</p> <p>Web: https://www.myagedcare.gov.au</p>

Agency	Contact details
Western Australia	
<p>Advocare</p> <p>Peak body for aged care advocacy in WA</p> <p>Address: Perron Place, Suite 4/61 Kitchener Avenue, Victoria Park WA 6100</p>	<p>Available Monday to Friday, 8:30 am to 4:30 pm</p> <p>Freecall: 1800 655 566</p> <p>Ph: (08) 9479 7566</p> <p>WA Elder Abuse Helpline: 1300 724 679</p> <p>Email: rights@advocare.org.au</p> <p>Web: www.advocare.org.au</p> <p>Translation and interpretation services available.</p>
<p>Carers WA</p>	<p>Carers WA General Line: (Monday to Friday, 8.30 am to 4.30pm)</p>

Agency	Contact details
<p>Peak body that represents the needs and interests of carers in Western Australia</p> <p>Address: The Carer Centre, 182 Lord Street, Perth, WA 6000</p>	<p>1300 227 377 or 08 9228 7400</p> <p>Carer Gateway Services: (Monday to Friday, 8.00 am to 5.00 pm)</p> <p>1800 422 737 or 08 9228 7495</p> <p>Email: info@carerswa.asn.au</p> <p>Web: http://www.carerswa.asn.au/</p>
<p>Ombudsman Western Australia</p> <p>The Ombudsman receives, investigates and resolves complaints about State Government agencies, local governments and universities.</p> <p>Address: Level 2, Albert Facey House, 469 Wellington Street Perth WA 6000</p>	<p>Available Monday to Friday 8.30 am to 4.30 pm</p> <p>Free Call: 1800 117 000 (free from landlines)</p> <p>Ph: (08) 9220 7555</p> <p>Fax: (08) 9220 7500</p> <p>Email: mail@ombudsman.wa.gov.au</p> <p>Web: https://www.ombudsman.wa.gov.au/</p> <p>Online Electronic Complaint Form</p>

Other Contacts

Agency	Contact details
<p>Australian Death Notification Service</p> <p>Notify multiple organisations about a death using a single, secure online service</p>	<p>Web: https://deathnotification.gov.au</p> <p>Ph: 137788</p>

Need an interpreter?

Call the [Translating and Interpreting Service \(TIS\) National](#) on [131 450](#) for assistance.

Deaf or have hearing or speech difficulties?

If you are deaf or have hearing or speech difficulties, you can contact the National Relay Service (NRS). Visit the [NRS website](#) for contact options, or call the NRS Helpdesk on [1800 555 660](#).

20 YOUR VALUABLES

To ensure the security of and access to your money and property we adopt the following rules:

- Whilst we understand that you may want to show your appreciation to Caring Support @ Home, workers are not permitted to accept any gifts or loans. Please do not offer any
- Workers are not permitted to undertake any tasks that involve money unless they are part of your support plan
- Unless related to service delivery (e.g. shopping for you), we ask you to store your money and other valuables securely
- Do not provide your bank PIN to workers
- Please advise the office immediately if a worker requests or takes any money or items of value not covered in your support plan, or requests your bank PIN
- Workers are aware that any misuse of Participant funds or valuables will result in instant dismissal and prosecution if appropriate under law.

Donations to Caring Support @ Home are welcome and are used in the provision of services. Donations can be made through the office.