

Aged Care Client Handbook





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We acknowledge the Darkinjung people, the Traditional Owners of the land in which Coastlink operates. We acknowledge the continued deep spiritual attachment and relationship of Aboriginal and Torres Strait Islander peoples to this country, and pay our respects to Elders past, present and emerging.

Welcome to Coastlink



Thank you for choosing Coastlink as your Aged Care provider. We are delighted to be working with you to assist you to **live the life you want**. This Client Handbook provides some information that we believe may be useful for you.

About Us

Established in 1985, Coastlink has a strong and proud history which defines us and gives us focus and determination to provide care and assistance to our clients to support them to remain safe and independent in their own home for as long as possible.

Starting from humble beginnings as a non-profit organisation providing family-based care for children living with disability, we have grown to provide a wide range of disability and aged care services supports.

We have been providing support for aged care clients since 2010.

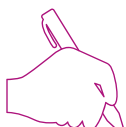
Every day, we work to change the lives of our aged care clients

Our Vision of 'People Living Full and Exciting Lives' underpins all that we strive to achieve, and our Values are the cornerstone of our service delivery.

Our Coastlink Values are:



Honesty



Accountability



Inclusion



Respect



Empathy

Coastlink is a Registered Aged Care Provider. Why is this important?

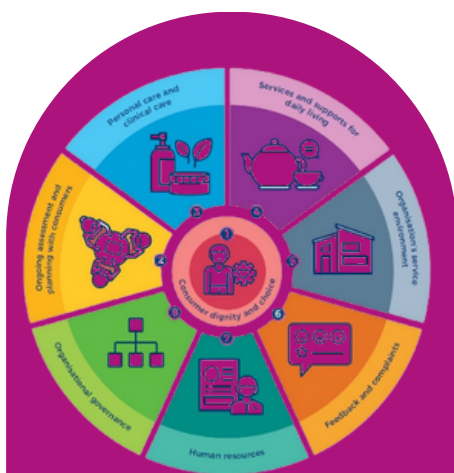
There are many providers of aged care support services in the community to choose from.

Besides looking for one that offers the supports you want, choosing a registered provider ensures a level of safeguards not offered by non-registered providers.

At Coastlink, we are required to adhere to a stringent set of compliance requirements from our regulator the Aged Care Quality and Safety Commission.

We undergo external audits to maintain our registration and ensure that we comply with quality standards.

Coastlink undertakes Aged Care Quality Audits to assess the quality of the care and services we provide against the Aged Care Quality Standards.



We are proud to confirm we have continually 'Met' all Quality Standards required as part of the Audit process.

The new strengthened standards are more comprehensive, with specific focus areas such as dementia care, diversity, and clinical care.

They also emphasise a person-centred approach and include stricter financial and prudential requirements.

The strengthened Quality Standards are more detailed to place older people at the centre of their care and increase protections for older people.

It focuses on supporting people living with dementia and includes people from diverse backgrounds and provides stronger requirements with the use of clear language to ensure all provider obligations and responsibilities are maintained and monitored in accordance with the Aged Care Act 2024.



Our commitment to our clients

Coastlink has a long-standing commitment to listening to the people we support, because people are the experts in their own lives and have a right to make decisions about the services they receive.

Coastlink will actively seek to understand the views of clients, both formally and informally, and use these insights to help shape the future of our organisation.

Aged Care at Home

What is the Commonwealth Home Support Programme (CHSP)?

CHSP is funded by the Australian Government and provides a range of entry level Aged Care services for older people who need assistance to keep them living independently in their home and in their community.

The CHSP funded assistance Coastlink offer are:

Individual Social Support

- Support in the home to assist with medical appointments, shopping, social activities, companionship.

Group Social Support

- Support in a group setting to allow social interaction whilst accessing the community.

Home or Community General Respite (Flexible Respite and Centre Based Respite)

- Support in the home and in the community to enable you to develop, maintain or support independent living.
- Provide respite for carers.

What is the Support at Home Program (SaH)?

A SaH is an individualised package of care and services designed to suit your needs and assist you to remain independent in your home for as long as possible.

There are 8 levels of funding classifications to help meet your different levels of care needs and 3 short-term pathways – Restorative Care Pathway, Assistive Technology and Home Modifications (AT-HM) and End-of-Life Pathway.

SaH includes a defined service list with 3 categories:

- Clinical Supports – Nursing Care, Allied Health Services, Nutrition, Care Management etc
- Independence – support to assist with personal care, social and community engagement, respite, transport etc
- Everyday Living – to assist with domestic assistance, home maintenance and repairs, meals.

How We Can Support You



Care Planning with Your Care Partner (Care Manager)



At assessment, our experienced and friendly staff will complete a comprehensive and detailed care plan with a person-centred care approach to ensure all your needs and preferences are met and your lifestyle choices are respected.

Your Care Partner will visit you at least every 12 months, and more often, if necessary, to identify if changes to your supports are required to best meet your needs and to maintain your independence.

We will work in partnership with you to meet your changing needs and to maintain your independence. Sometimes, this may mean providing more support at times you need it and at other times reducing support to ensure you do not lose your independence.

Any changes are fully discussed with you before they occur.

We will work with you to make sure your allocated aged care funding is spent in a way that corresponds with your aged care plan.

Achieving your Goals



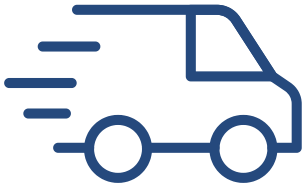
We understand that your choices make a difference to your life. We will partner with you to develop a plan that reflects what you like to do and where you like to go and assist you to achieve your goals and aspirations.



Fees and Charges

Clients are required to pay a client contribution fee for the CHSP services they receive from Coastlink. Support at Home Program clients may be required to pay a fee towards the services they receive based on supports provided.

Additionally, it may be necessary for clients to make a contribution towards their services as a result of their co-contribution fee as advised by Services Australia. A schedule of these fees will be provided to you at your assessment or can be found at coastlink.org.au/aged-care. Coastlink can assist with submitting an application for financial hardship once the eligibility criteria has been met.



Travel

We may need to claim travel costs from your allocated funding for time spent travelling to support you, or for reimbursement of the costs of providing a vehicle for you to travel in. Travel costs can be claimed from your aged care funds. Any costs will be discussed with you.



Cancellation of Services

We understand that, from time to time, you may need to cancel a scheduled service. To do this, please call Coastlink on (02) 4321 1022, or contact the aged care team.

Coastlink requires seven (7) days' notice for all cancellations. Payment for aged care supports will be payable for late notice cancellations, as per your service agreement.



Our Staff

Coastlink services are provided by experienced, trained and qualified staff who complete on-going training and support to ensure that they have the necessary skills and competencies. We do not compromise on quality of care for our clients and are committed to always providing the highest standard of care.

We take the responsibility of providing care and support for you seriously and we work together at all times to offer a service of mutual respect and dignity.



Dignity of Risk

Coastlink continually seeks to develop new and innovative programs for our clients and supports and encourages clients to take opportunities to try new things, develop skills and reach your goals.

We promote our clients to make informed decisions about their care and activities and whilst safety is always an important consideration, we acknowledge that you have the right to make informed decisions around your care. We will work with you to balance our duty of care and your right to make choices.

Our Care Partners will work with you to develop a risk assessment that allows you to maintain control of the decisions as well as ensuring you are well informed of the risks and benefits of your choices.



Open Disclosure

Open disclosure is the open discussion with you and/or your support person(s) about incidents that resulted, or could have resulted, in harm to you while receiving care.

Coastlink is committed to creating a positive culture of trusted and productive communication between you, support persons and the workforce, in which open disclosure is standard practice.

This policy forms part of our broader organisational incident management system.



Managing Risk: Incident Management

All Coastlink workers are familiar with the organisations incident management system and understand the organisations definition of a Reportable Incident.

Staff are trained in the procedures they must follow then reporting all incidents to the organisation and external bodies (if required).

Throughout the incident management process, from initial response through to review, clients will be supported by the organisation through means of:

- Reassurance if the client reported the incident.
- Trauma counselling services where required.
- Changes to regular supports if necessary.
- Clear ongoing communication regarding progress and outcomes of investigations.
- Access to an advocate where requested.

Incidents involving criminal allegations will be reported to law enforcement, who will receive the full support of the organisation.

Clients will be advised of the outcome of the investigation and what corrective actions or changes to policy and procedures may be recommended.



Your Service Agreement

Your service agreement outlines your rights and responsibilities as well as the terms and conditions, what services will be provided to you and what prices will be charged, and you will be given a copy of your signed agreement.

We will also provide you a copy of your care plan which includes your goals, details regarding your budget, information on fees and charges and this handbook.

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**We thrive on providing
enhanced safety and
quality care**

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Advocacy

Coastlink is supportive of your rights to elect an alternative person for managing your services on a day-to-day basis or appointing a representative to advocate on your behalf.



You may use an informal advocate if you wish. You can appoint a family member or friend to be your representative.

A representative is someone who speaks to us on your behalf and deals with any matters about your Service Agreement.

An advocate is someone who can support you to:

- Make decisions for yourself
- Make your voice heard
- Stand up for your rights
- Protect and promote your interests

We encourage you to use an advocate when dealing with our organisation if you feel confused, overwhelmed, intimidated, under-confident or if you think an advocate would be useful. For example, you could use an advocate if you want to make a complaint or to support you when you are being assessed for services.

You can choose your own advocate, or we can assist you (wherever possible) to find one. You can change your advocate, or stop using an advocate, at any time. We will not share information with your advocate if we do not have your permission to do so.

Organisations who can assist with advocacy or provide you with an advocate are:

- National Aged Care Advocacy Program (NACAP): AgedCareAdvocacy@health.gov.au
- Older Persons Advocacy Network (OPAN) – 1800 700 600
- COTA – 1300 268 228
- New South Wales Seniors Rights Service – 1800 424 079
- Carers NSW – 9280 4744

Privacy and Confidentiality

Your information is protected, and it is safely stored electronically on our IT system and is only used by employees who need access.

We usually collect personal information directly from you. However, we sometimes collect personal information from others like family members, carers, volunteers, employees, trustees, or from publicly available sources.

Information is only collected if you have agreed to it, or it is expected that we would collect your personal information in this way, or if we need it for a good reason.

Any information that is used by our employees is only so we can provide the best care for you. It is not made available to others, unless you have given your permission or if it is required by law.

If you wish to change or update the information that Coastlink has collected, you can call Coastlink directly and speak with a team member or email the changes.

All our employees sign a Confidentiality Agreement when they start employment with us confirming that they will not share your information.



Feedback and Complaints

Coastlink is committed to ensuring that any person or organisation using Coastlink services or affected by its operations has the right to lodge a complaint, provide feedback, or to appeal a decision of the organisation.



All concerns raised will be addressed in ways that ensure access and equity, fairness, accountability and transparency.

Your complaint will be taken seriously and will be investigated thoroughly in a timely manner.

Any complaint(s) made will not affect your level of service and will remain confidential.

You can submit a complaint by letter, by email, face-to-face, via the Coastlink website, by telephone, by talking to a staff member, or by completing a complaint submission form. You may also choose to raise your complaint through an advocate of your choice if preferred.

You have the right to make a complaint to Coastlink by calling on (02) 43 211 022, or by filling out the Complaints and Feedback Form available on the Coastlink website: coastlink.org.au

Coastlink would always prefer to resolve your complaint directly, but you are also able to make a complaint to any of the following external agencies:

- Aged Care Quality and Safety Commission – 1800 951 822
- Seniors Rights Service – 1800 424 079
- Aged Care Ombudsman – 1800 451 524
- Australian Human Rights Commission – 1300 369 711

Rights and Responsibilities

As a client, you have rights and responsibilities, and the new Aged Care Act was introduced to put the rights of older people first to ensure you are the centre of your aged care.



Statement of Rights

Your rights

- Make your own decisions about your own life
- Have your decisions not just accepted, but respected
- Get information and support to help you make decisions
- Communicate your wishes, needs and preferences
- Feel safe and respected
- Have your culture and identity respected
- Stay connected with your community.

Your responsibilities

- To ensure a safe working environment
- To treat other clients and staff with respect and dignity
- To respect the rights of others and their property
- To take responsibility for the results of any decisions made by yourself, your carer or family
- Inform Coastlink of any changes in circumstances that could affect service provision
- Ensure fees outlined in your agreement are paid and your financial obligations are met.

Leaving Coastlink Services



There are several reasons why this decision might be made:

- You decide that we are not meeting your support needs.
- You have found another provider that you feel will meet your needs better.
- You are moving out of the area.
- You no longer need the service.

We will respect your choice and welcome any future request for service at any time.

Should we be considering ending service, this would only occur in consultation with you and/or your support network. There are several reasons why this may occur:

- The service is no longer funded.
- It is no longer right for you.
- It is not meeting your needs.
- Your choices and decision-making present risk to you and/or others, and we have agreed that the solutions we have come up with are no longer working.

In the event of transferring your service to another provider, we will work with the new provider to provide any paperwork or information relevant to your support needs, to make your transfer as easy as possible.





Get In Touch With Us:

 (02) 4321 1022

 info@coastlink.org.au

 coastlink.org.au

 Level 2, 7/10 William St, Gosford NSW 2250

Connect With Us:



Registered
NDIS
Provider

