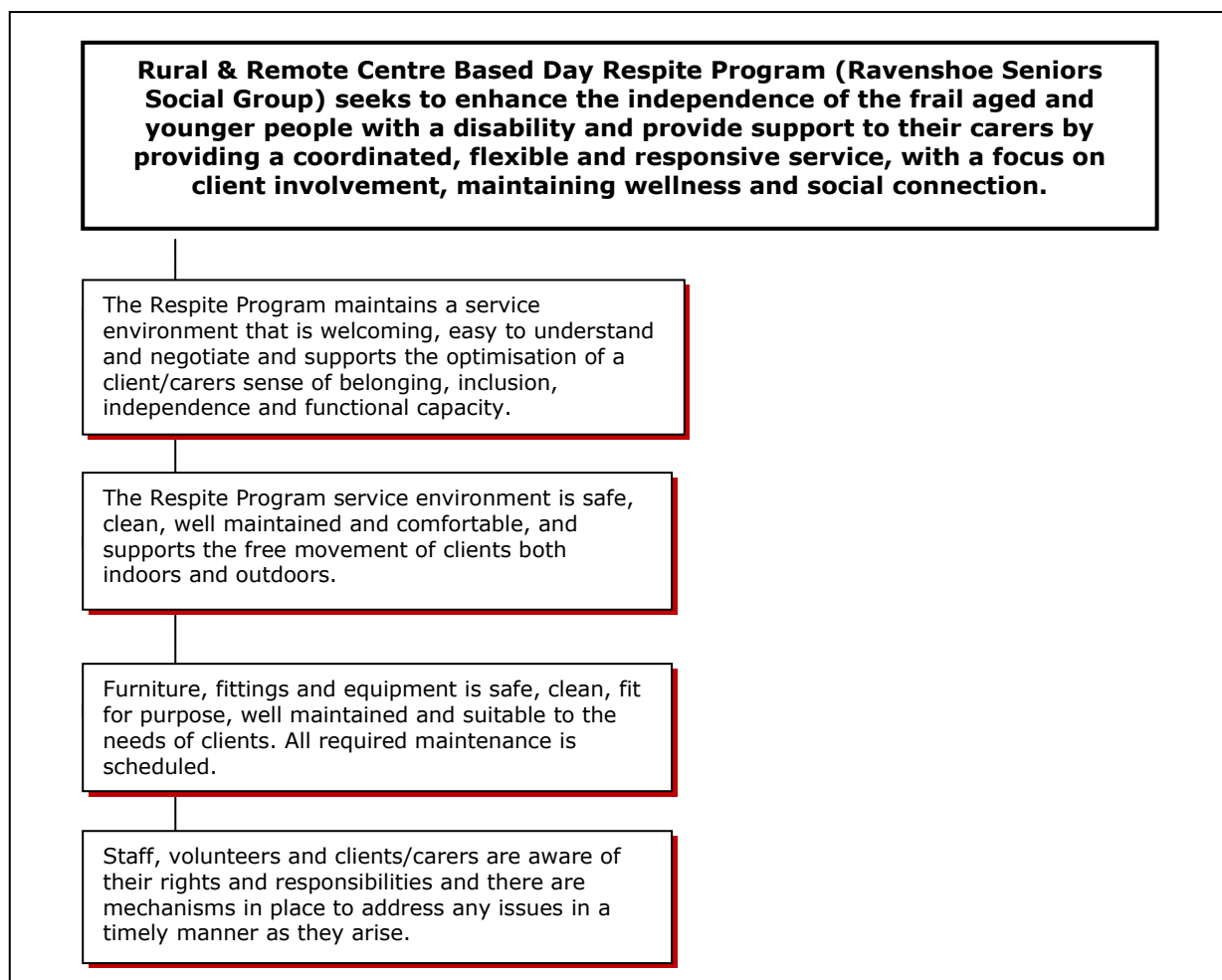


ORGANISATION'S SERVICE ENVIRONMENT



FORMS AND RECORDS

Client Handbook	Shared Drive
Volunteer Handbook	Shared Drive
Tell Us What You Think Form – Client/carer Respite survey	Shared Drive
Central Risk Register	Shared Drive – Program Manager
Corporate Calendar	Shared Drive – Program Manager
RnR Program Manager monthly report	Shared Drive
Respite Supervisor monthly report	Shared Drive
Aged and Disability Sub Group Minutes	Shared Drive

19.1 Service Principles

This program is committed to access and equity within a social justice framework, which will be expressed by:

- Respecting the different cultural beliefs and values of individuals
- Actively working towards the elimination of barriers to equitable access
- Actively working within a consumer directed framework - encouraging the participation of the target group in the direction, activities and planning processes adopted by the program
- Actively working to enhance the quality of life of frail aged people and people with disabilities and their carers
- Respecting the right of individuals to maintain independence and control over their lives
- Supporting and assisting individuals to attain and maintain optimum levels of health and well-being and functional capacity
- Effectively planning to ensure the service offered is both relevant and appropriate
- Developing, maintaining and reviewing procedures and practices to ensure that available resources (human, physical and financial) are used in the most effective manner to achieve positive outcomes for the target group.

All information provided is current and accurate and designed to support the client/carer to exercise choice and independence. Information provision incorporates the following considerations, in particular those outlined in the following **Standards 1.1 – 1.6, 2.5, 3.4, 3.5, 3.6 and 4.4 of the Aged Care Quality Standards:**

- ***Each client is treated with dignity and respect – with their identity, culture and diversity valued***
- ***Care and services provided, are culturally safe and appropriate***
- ***Each client is supported to exercise choice and independence, including to – make decisions about their own care and the way such care and services are delivered; make decisions about when family, friends, carers or others should be involved in their care, and; communicate their decisions, and; make connections with others and maintain relationships of choice, including intimate relationships***
- ***Each client is supported to take risks to enable them to live the best life they can (Dignity of Risk) See Section 11 – Support Planning and Delivery.***
- ***Information provided to each client is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice***
- ***Each client's privacy is respected and personal information kept confidential***
- ***Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the client***
- ***Deterioration or change of a client's mental health, cognitive or physical function, capacity or condition is recognized and responded to in a timely manner***
- ***Information about the client's condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared***
- ***Timely and appropriate referrals to individuals, other organisations and providers of other care and services***

19.2 Outcomes

The outcomes pursued by the Program include:

- That people who are frail aged or have a disability receive appropriate support to continue to remain in their own home
- That people receive services that are non-discriminatory and culturally appropriate
- That people receive services within an environment (physical, social and emotional) which supports their current level of functional capacity and works towards achieving identified client need and wellness goals
- That family or other care givers are supported in their role and have access to a safe and stimulating respite environment for those they care for
- That people using the service are involved in the decision making processes
- That services are provided in coordination with other community and aged care services (where relevant), while respecting privacy and confidentiality obligations
- That the service operates in an effective, efficient and accountable manner
- That risks are appropriately responded to, managed/mitigated in a timely manner with the safety of clients, staff and volunteers of primary importance, and
- That 'Dignity of Risk' for clients is considered in conjunction with any risk management strategies.

19.3 Target Group

The Rural and Remote Centre Based Day Respite Program seeks to assist those people within the community who without access to such support, may be at risk of premature or inappropriate institutionalisation. To promote access to day respite to carers in recognition of their valuable contribution and need for time away from the caring role. To recognise and respond to the special needs of groups within the community.

Client eligibility for services offered is primarily determined by the relevant assessment agency and may include but is not limited to:

- People who are frail aged, have diagnosed cognitive disorders (e.g. dementia), younger people with disabilities and carers for these people
- People of non-English speaking background
- People of Aboriginal and Torres Strait Islander descent
- People who are rurally and socially isolated, and
- Financially disadvantaged people.

19.4 Services Provided and Staff/Volunteer Roles

Services Provided

- Centre Based Day Respite Care – Tuesday and Thursday of each week
- Allied Health – Foot Care – once every 6 weeks
- Social Support – every second Friday – trip to Atherton for appointments and shopping

Staff

- Respite Supervisor
- Respite Assistant
- Casual Respite Assistant (relief)

The program relies heavily on volunteers to assist with all aspects of the program delivery. All nominated volunteers undergo a comprehensive application and approval process and are required to undertake a National Police Check. Volunteers are recruited, supervised and managed by the Respite Supervisor and the Respite Assistant and participate in the following activities –

- Activities and Care Assistants
- Bus Drivers
- Gardening and Maintaining the Centre
- Member of the Aged and Disability Sub Group

The Respite Supervisor is responsible for promoting the service in the community, and this includes but is not limited to –

- Developing and maintaining a monthly Activities Program and circulating this to the appropriate local agencies
- Providing regular updates for inclusion in the RCC Inc newsletter and Facebook page, and
- Circulating information to doctor's surgeries, health clinics, public libraries etc.

The geographic target area is the township of Ravenshoe, Innot Hot Springs and Mount Garnet and surrounds.

Assessment of clients referred to the Program, are completed by the relevant assessment agency.

Documentation for the Program reflects the Organisation and Service Policy and Procedure Manual and meets current industry Standards.

The Program operates under an annual budget ratified by the RavCom Collective. The RnR Program Manager has primary responsibility for monitoring the budget, with the Respite Supervisor and Assistant managing and reporting on the operational aspects of the program.

Regular monthly supervision is provided by the RnR Program Manager to both the Respite Supervisor and Assistant to ensure all aspects of the program are appropriately managed as per current contract arrangements.

The RnR Program Manager coordinates a regular sub group meeting every 2 months to monitor and address operational and strategic issues. Membership includes the Respite Supervisor, RnR Team Leader, Volunteer representative, Client representative and a Management Committee member as required.

The RnR Program Manager and Respite Supervisor provide a monthly report to the Management Committee and RavCom Collective; the RnR Program Manager has responsibility for all matters pertaining to the functions of the sub group (e.g. YTD output reports, agenda, minutes and any other relevant information).

19.5 Financial Management – Program Operational Procedures

Rural & Remote Centre Based Day Respite Program will ensure that all internal and external financial practices are adhered to by maintaining accurate financial records as required by the Ravenshoe Community Centre Inc.

The Respite Supervisor in conjunction with the RnR Program Manager has primary responsibility for ensuring the annual budget is adhered to and any issues/concerns/changes to financial procedures are raised at the Aged and Disability sub group.

The Respite Supervisor regularly provides the required documentation and reports to both the RnR Finance Manager and RnR Program Manager as per contractual obligations and organisational financial protocols –

- Receipting all income received e.g. client fees, donations etc
- Documenting petty cash expenses
- Providing all debit card and other receipts (for reconciliation) to the RnR Finance Manager
- Complete purchase orders where required and provide to the RnR Finance Manager
- Collect and record client statistics and activities, and submit written monthly reports to the RnR Program Manager within the first week of each calendar month
- Monitor program expenditure of funds in conjunction with the RnR Program Manager to ensure the approved annual budget is adhered to
- Submit items to the sub group for consideration in regard to program budget expenditure, and

- Liaise with the RnR Program Manager and the Aged and Disability sub group regarding any funding applications and other planned fundraising activities.

Service Fees

The Rural & Remote Centre Based Day Respite Program will use a system that will identify the capability of clients to contribute to their service provision in accordance with the current CHSP/QCSS Fee Guidelines.

Rationale – to establish and maintain:

- A system of identifying a client's capacity to contribute
- A system of identifying levels of service cost for clients that accurately represents a reasonable co-contribution
- A system of identifying the financial situation of clients from special needs groups – and negotiating a subsequent reasonable co-contribution based on information received.

Process:

- At initial contact/referral, determine that client need and desired attendance rate for service has been appropriately assessed by the relevant assessment agency and complete a service level assessment, documenting relevant information pertaining to functional capacity, wellness goals and any specific requirements
- Check that all assessment information correctly identifies the client/carer circumstances, complete required documentation and establish a client file record – noting any diet (including allergies), functional, cognitive, mobility constraints and specific interests
- Ensure the above information is provided (as necessary) to all staff and volunteers involved in client care activities
- Ensure that critical client information (NOK, preferred GP, allergies etc) is readily available, particularly on program outings away from the immediate service environment
- Discuss the service and fee schedule with the client/carer or advocate – negotiate as required for a reduced or waived fee in consideration of the individuals unique circumstances
- Provide the client/carer or advocate with the current and/or upcoming Monthly Program and advise of the mechanisms for involvement in program planning and sub group attendance.

Guidelines:

- All clients assessed as having the capacity to pay are to be charged a contribution rate in accordance with a scale of fees appropriate to their income, expenses, amount of service accessed and any change in their financial circumstances
- Where a client has been assessed as not having the capacity to contribute due to their circumstances, their fees may be reduced or waived at the joint discretion of the RnR Program Manager and Respite Supervisor
- Where a client is in receipt of a compensation payment intended to cover the cost of community care, the full cost of service/contribution may be applied
- Contributions will apply for all Allied Health services
- Contributions applied will not exceed the *actual unit cost* of service provision
- Any intended increases in the client contribution amount will be discussed with the client group as a whole and their feedback considered in the final determination so as to not expressly inhibit program attendance
- Information regarding clients income/financial situation (including negotiated reduced contribution amounts) will be kept confidential
- Clients/carers and/or their advocates will have the right of appeal through the *Complaints Mechanism* of RCC Inc – Rural and Remote Home Care Service regarding the level of contributions charged.

19.6 Physical Resources

The Rural & Remote Centre Based Day Respite Program will ensure the service environment (internal and external venues) is welcoming, well maintained, comfortable, safe, and optimises each client's sense of belonging, independence, function and social connection.

The Program achieves this by operating within a *consumer directed framework* - regularly involving the client/carer in discussions related to activities, events and the service environment itself. All suggestions are considered and where possible, the physical environment is changed to reflect client/carer need.

NOTE:

Where changing the service environment may not be possible, respite care assistants (staff and volunteers) are supported by senior staff to consider alternative approaches to managing a diverse range of changing client need e.g. strategies for mobilising clients with reduced functional capacity (e.g. hearing loss or mobile dependant) in an emergency situation. Emergency evacuation procedures are practiced in a range of situations (in house, external outings, on the bus) to ensure all staff/volunteers and clients in attendance are aware of agreed protocols and that staff/volunteers are confident in executing such protocols.

Embracing and fostering an understanding of client diversity and the promotion of 'dignity of risk' are of paramount consideration during program development.

The Respite Supervisor and Assistant have joint responsibility for ensuring an adequate balance of staff and volunteers to client numbers on any occasion.

This is essential in guaranteeing a sufficient ratio to safely manage client functional capacity and mobility issues within a risk management framework, ensuring independence is fostered where appropriate to the client and the environment.

All external venues will be assessed for client safety, mobility and functional capacity purposes. Any specific client requirements will be discretely negotiated with the proprietor's (with client permission) prior to attendance.

Client/carer feedback is actively sought and noted each time a new venue and/or activity is included in the program. This assists to inform future program design and ensure that ***all clients/carers preferences*** are considered.

Where significant program design changes are made, clients/carers will be asked to complete a formal feedback form. All feedback will be considered in any future program design.

All required safety checks and subsequent certification for vehicles, lifts, electrical equipment, licensed kitchen and fire and food safety will be undertaken as per the schedule in the [Corporate Calendar](#) and relevant documentation provided to the RnR Program Manager in a timely manner.

Annual WH&S checklists will be completed, noting any areas for improvement and provided to the RnR Program Manager.

Bus Safety and Emergencies

The Rural & Remote Centre Based Day Respite Program bus is operated within the stipulations expressly stated in the Queensland Department of Transport and Main Roads -

- Transport Operations (Passenger Transport) Regulations 2018, and
- Transport Operations (Passenger Transport) Standard 2010.

Bus Fire Safety

The bus is fitted with a fire extinguisher, which is on the schedule for safety checks each 6 months.

In the event of a fire occurring:

- Assess the severity of the fire
- Immediately evacuate the vehicle and ensure clients are at a safe distance, and attempt to extinguish the fire simultaneously if possible
- Disconnect the battery if safe to do so
- Notify the local emergency/fire services (000) and complete an Accident/Incident form as soon as possible – taking note of the QPS Incident number for Insurance purposes
- Inform the RnR Program Manager as soon as possible after the event and provide the abovementioned completed paperwork
- RnR Program Manager will have responsibility for managing any resulting insurance/work cover claims in conjunction with the RCC Inc HRO and Management Committee
- RnR Program Manager will record the event in the Central Risk Register and notify the Management Committee immediately following the event
- Risk Management and Improvement Plan documentation will be updated accordingly by the RnR Program Manager, who will also oversee any required improvements in conjunction with the Respite Supervisor and Assistant.

Bus Accident

A First Aid kit is maintained on the bus at all times.

All staff have current First Aid and CPR qualifications.

If an accident occurs in which the bus is unable to be used, the RnR Program Manager is to be immediately contacted. The RnR Program Manager will immediately attend and monitor the situation. The Respite Supervisor is to contact the RACQ for assistance.

If an accident occurs while carrying clients:

- If the driver and other staff/volunteers are uninjured, ascertain the degree of damage and client care required – immediately advise emergency services and contact the RnR Program Manager
- Move to the passenger department and ensure the safety of the clients as a priority – removing them to a safe distance if possible
- If staff/volunteers and clients are uninjured and the bus is driveable, there should be an exchange of name, address, driver's insurance company, RnR Program Manager contact details and registration numbers
- Staff/volunteers shall not sign any statement nor verbally accept/admit any liability as per RCC Inc – Rural and Remote Home Care Services policy and procedures.

Driver Responsibilities

- Driver will request assistance as needed from staff/volunteers
- Respite Supervisor and Assistant must carry an operational mobile phone at all times
- Passengers must be seated at all times while the bus is in motion
- Wheelchair loading is only to be done by the Respite Supervisor or Assistant or other suitably qualified personnel allocated by the aforementioned
- All wheelchairs and other mobility devices are to be securely stored at all times
- Staff and/or volunteers must be in attendance before loading can commence to assist those who require help
- All passengers must wear securely adjusted seatbelts at all times
- Respite Supervisor and Assistant are in charge of seating arrangements – taking care to check clients are safe and comfortable
- All changes in planned destinations or routes of travel must be prior logged with the RnR Program Manager
- Ensure drinking water, appropriate snacks for clients are on board at all times
- Respite Supervisor to ensure regular maintenance, service checks and inspections by the Department of Transport are undertaken as per the schedule in the [Corporate Calendar](#)
- The driver is at all times to have a blood alcohol level of zero and not consume any alcohol or other illicit substances prior to or while on duty
- The driver is not to be under the influence of a drug that may affect driving (including prescription or over the counter medication)
- The driver is not to be in control of the vehicle if fatigued

- The driver and other staff/volunteers are not to smoke while in the presence of passengers and/or clients/carers
- The Respite Supervisor is to immediately notify the RnR Program Manager and appropriately record any vehicle defects
- The driver must carry the appropriate drivers licence and authorisation at all times.

Use of the Bus by other Organisations or RCC Inc Programs

- External organisations wishing to use the asset must seek prior approval from the RCC Inc Management Committee and agree to all terms and conditions of such use
- Other Aged Care providers will be given preference for use/hire of the asset
- RCC Inc programs wishing to use the asset must seek prior approval from the RnR Program Manager and agree to all terms and conditions of such use
- A driver nominated by either an external organisation or another RCC Inc program will be required to produce the appropriate licence and authorisation to the RnR Program Manager prior to any agreement
- The aforementioned driver will also agree to abide by any responsibilities as outlined in the Transport Operations (Passenger Transport) Regulations 2018, and the Transport Operations (Passenger Transport) Standard 2010
- The driver will be responsible for the payment of any fines resulting from any breaches or infringements of traffic regulations
- Records of mileage will be kept and all required pre-start checks completed
- All costs incurred must be met by either the organisation or RCC Inc program who uses the asset, plus a nominated levy for wear and tear of the vehicle (e.g. driver wages, fuel, cleaning and expenses incurred from accident if relevant)
- If the wheelchair hoist is to be used, arrangements must be made prior to ensure personnel skilled in it's operation are available.

19.7 Monitoring the Organisation's Service Environment

The Rural & Remote Centre Based Day Respite Program processes and systems are regularly monitored as part of the ongoing supervision arrangements between the RnR Program Manager and the Respite Supervisor and Assistant; provision of required monthly program reports and minutes of the Aged and Disability sub group. In addition staff, volunteers, clients/carers and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made (see [Corporate Calendar](#) and Section 5: Continuous Improvement).