



“Connecting People to Family and Community”

HOME & GARDEN MAINTENANCE CLIENT INFORMATION HANDBOOK



At Peppercorn Services Inc. we are committed to ensuring that older people and people with disability have choice and control over the services they receive as valued and active members of the community.

Acknowledgement of Country

Peppercorn Services Inc. respectfully acknowledges the Darug people as the traditional owners and custodians of the land on which we work and live.

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Funding

This service is supported by funding from the Commonwealth Government under the Commonwealth Home Supports Program (CHSP) for people over 65 years or over 50 years if Aboriginal or Torres Strait Islander, and the State Government under the Community Care Supports Program (CCSP) for people under 65 years or 50 years if Aboriginal or Torres Strait Islander.

The Home & Garden Maintenance program operates within a regional framework, and responds to the needs of clients in achieving equitable access to CHSP & CCSP services.

This funding is available to provide a range of subsidised lawn and garden services to people living in the Hawkesbury, Penrith and Blue Mountains Local Government Areas.

Peppercorn provide high quality services that assist people who are frail aged, people with disabilities and their carers to maintain their independence and enable them to remain living in their homes by keeping their property in a safer and more habitable condition.

Commonwealth Home Supports Program (CHSP)

Peppercorn Home & Garden Maintenance is supported by the Australian Government Department of Social Services. Visit the Department of Social Services website (www.dss.gov.au) for more information.

Community Care Supports Program (CCSP)

Peppercorn Home & Garden Maintenance is supported by financial assistance from the NSW Government.

Disclaimer

Although funding for Peppercorn Home & Garden Maintenance has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

What services are available and how do they operate?

Eligible clients receive an allocation of subsidised services to meet their needs. The provision of services include:

- Lawn mowing
- Gardening

Clients choose a contractor from our approved list and call directly to arrange a quote for the services required to meet their needs.

Clients will be asked to contribute a minimum fee towards each service.

The Peppercorn Home & Garden Maintenance program subsidises a portion of the cost of each service.

How do I obtain assistance?

The Australian Government funds many different types of organisations so they can provide subsidised aged care services including the Peppercorn Home & Garden Maintenance program.

New clients accessing the program under CHSP will first need to undergo an assessment by the team at My Aged Care, who will then refer you to us.

Please call them on 1800 200 422 or visit the website at www.myagedcare.gov.au.

For general information on our service please call us direct on 02 4577 9975.



Assessment

After your initial assessment by the team at My Aged Care we will discuss with you most appropriate service for your individual needs. The outcome of your assessment may be:

- Provision of a regular service, or provision of a temporary service with duration specified, or
- Referral to another agency.

At the time of assessment you will be asked if you consent to your details to be sent to the Funding Body. If you agree, the data sent will meet all privacy and confidentiality requirements.

How much will the service cost?

When we contact you post your My Aged Care referral, we will provide you with information about any fees that may apply.

Please let us know if you are experiencing financial hardship or feel you cannot afford the service, so we can work with you to ensure you still get the assistance you need. Fees may be negotiated with contractors for affordable services in certain circumstances.

What happens when the service is unable to meet your need?

There may be reasons why we cannot provide a service:

- If you do not live in the geographic area covered by the service, or
- If you are eligible for service and we don't have the resources to provide the service to you.

We will always provide information or options regarding other services that may be able to assist you. If you are eligible for service and we do not have the resources to provide the service at that time you may be placed on a waiting list.

Waiting Lists

Our waiting list is revised continually as resources become available. If you are on our waiting list and your situation changes, please let us know so that we can review your needs.

Reviews & Reassessment

We will work with you to achieve your goals and will undertake regular reassessments with you. Reassessments are a way of making sure we have up to date information regarding your circumstances and to see if your needs have changed.

The result may be:

- To refer you to other services which meet your needs;
- Identification of new goals and the development of a plan to help you achieve them;
- A change in the services provided;
- Identification of Work Health & Safety or Duty of Care issues.

When will my service finish?

Some examples of when services cannot continue to be supported:

- If you no longer need assistance;
- When you no longer need the service or when you have not used the allocated vouchers issued to you within the specified timeframe;
- If you move out of the area covered by the service;
- If you enter full time care in a residential setting;
- When care type / level does not meet government guidelines;
- When you advise us that you have transitioned to the National Disability Insurance Scheme (NDIS)
- When there is a risk to the contractor;

- If we are aware another service provider/person is providing an identical service; or
- If you breach your responsibilities under the “Charter of Care Recipients’ Rights and Responsibilities – Home Care”.

In addition we reserve the right to exit you from the service at our discretion in certain circumstances. Most people who deal with us act reasonably and responsibly, even when they are experiencing high levels of distress, frustration and anger.

Sometimes, people behave in ways that are inappropriate and unacceptable, despite our best efforts to help them. They may be aggressive and abusive towards our staff. They may threaten harm and violence, bombard our office with unnecessary and excessive phone calls and emails, make inappropriate demands on our time and our resources and refuse to accept our decisions and recommendations. We consider such conduct to be unreasonable.

Unreasonable conduct is not limited to spoken interactions. It can occur over the internet, in a public location or in writing. If the conduct is unacceptable and arises during the course of, or as a direct result of, the provision of our services, it can legitimately be characterised as unreasonable conduct.

Peppercorn Services aims to be responsive to the changing needs of our clients, which may include supporting you to exit our programs in a respectful and compassionate manner.



Can someone else speak on my behalf?

Yes! You can have a family member or friend to advocate on your behalf. We will support you to access an advocate of your choice, just talk to our team and we can arrange it. You can change your advocate at any time, but you must inform us of the person's name. Please make sure we are aware of what is important to you – so we can provide you with the best service possible.

We can assist:

- Older people and their carers
- People with disabilities and their carers
- People from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islanders
- People with dementia
- Financially disadvantaged people

On request, we can also provide:

- Interpreters;
- Information on audio cassettes, CD or DVD;
- Information in various community languages.

What happens if I'm not at home when the lawn is to be mowed?

It is important that you let the contractor know if you are not going to be home. Arrangements can be made with your contractor to mow your lawns when you are not at home and payment or voucher to be collected at another time if required.

If we are concerned for your safety we may ring your emergency contact or emergency service.

Compliments, Complaints & Suggestions

We aim to provide the best service we can and will always be pleased to hear your feedback. Your compliments, suggestions or complaints let us know what we do well and where we need to improve. Please feel free to talk to our team.

We value your participation in our phone audits as it will assist us to continually improve.

If you have any complaint or concern about the services you are receiving or if you feel your rights are not being respected you may make an informal complaint by discussing the situation with the team member concerned as this generally leads to a quick resolution. If this does not address the issue please contact the service manager.

We will endeavour to resolve your concern within 10 working days of the complaint being made.

If you feel uncomfortable about speaking of your concern directly a family member or friend can speak on your behalf.

You can also provide anonymous feedback using our website or by completing the feedback sheets available at our offices or by contacting our Front Desk on 02 4587 0222.

If you prefer not to discuss your concern with us as your service provider or your complaint has not been resolved, you can contact the Aged Care Complaints Commissioner on 1800 550 552 or the NSW Ombudsman on 1800 451 524.

These are free and confidential services that may assist you in working through any complaints or concerns about the service you are receiving.



Privacy & Personal Information

We support and are bound by:

The Australian Privacy Act 2001
NSW Privacy and Personal Information Protections Act
1988
Health Records and Information Privacy Act 2002

If you require any further information about the privacy act or your rights contact the office or contact:

Website: www.privacy.gov.au
Enquiries: privacy@privacy.gov.au
Hotline: 1300 363 992
Mail: GPO Box 5218
SYDNEY NSW 2001

If you need assistance with other languages call the Translating and Interpreting Service on 13 14 50 and ask for the Office of the Federal Privacy Commissioner on 1300 363 992.



Charter of Care Recipients' Rights and Responsibilities – Home Care

Aged Care Act 1997, Schedule 2 User Rights Principles 2014
(amended on 1 July 2015)

1 Care recipients' rights - home care

General

(1) Each care recipient has the following rights:

- (a) to be treated and accepted as an individual, and to have his or her individual preferences respected
- (b) to be treated with dignity, with his or her privacy respected
- (c) to receive care that is respectful of him or her, and his or her family and home
- (d) to receive care without being obliged to feel grateful to those providing the care
- (e) to full and effective use of all human, legal and consumer rights, including the right to freedom of speech regarding his or her care
- (f) to have access to advocates and other avenues of redress
- (g) to be treated without exploitation, abuse, discrimination, harassment or neglect.

Consumer Directed Care - choice and flexibility

(2) Each care recipient has the following rights:

- (a) to be supported by the approved provider:
 - (i) to set goals in relation to the outcomes he or she seeks from home care
 - (ii) to determine the level of ongoing involvement and control that he or she

- wishes to have in the provision of the home care
- (iii) to make decisions relating to his or her own care
 - (iv) to maintain his or her independence as far as possible
- (b) to choose the care and services that best meet his or her goals and assessed needs and preferences, within the limits of the resources available
 - (c) to have choice and flexibility in the way the care and services are provided at home
 - (d) to participate in making decisions that affect him or her
 - (e) to have his or her representative participate in decisions relating to his or her care if he or she requests it or if he or she does not have capacity.
 - (f) to choose the approved provider that is to provide home care to him or her, and to have flexibility to change that approved provider if he or she wishes.

Consumer Directed Care - care and services

3) Each care recipient has the following rights:

- (a) to receive reliable, coordinated, safe, quality care and services which are appropriate to meeting his or her goals and assessed needs
- (b) to be given before, or within 14 days after, he or she commences receiving home care, a written plan of the care and services that he or she expects to receive
- (c) to receive care and services that take account of his or her other care arrangements and preferences

- (d) to ongoing review of the care and services he or she receives (both periodic and in response to changes in his or her personal circumstances), and modification of the care and services as required.

Consumer Directed Care - individualised budget and monthly statement of available funds and expenditure

(3A) Each care recipient has the following rights:

- (a) to receive an individualised budget for the care and services to be provided
- (b) to have his or her individualised budget reviewed and, if necessary, revised if:
 - (i) the care and services to be provided, or the costs of providing the care and services, change; or
 - (ii) he or she requests the approved provider to review and, if necessary, revise the individualised budget
- (c) to receive a monthly statement of the funds available and the expenditure in respect of the care and services provided during the month.

Personal information

(4) Each care recipient has the following rights:

- (a) to privacy and confidentiality of his or her personal information
- (b) to access his or her personal information.

Communication

(5) Each care recipient has the following rights:

- (a) to be helped to understand any information he or she is given
- (b) to be given a copy of this Charter

- (c) to be offered a written agreement that includes all agreed matters
- (d) to choose a person to speak on his or her behalf for any purpose.

Comments and complaints

- (6) Each care recipient has the following rights:
 - (a) to be given information on how to make comments and complaints about the care and services he or she receives
 - (b) to complain about the care and services he or she receives, without fear of losing the care or being disadvantaged in any other way
 - (c) to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern.

Fees

- (7) Each care recipient has the following rights:
 - (a) to have his or her fees determined in a way that is transparent, accessible and fair
 - (b) to receive invoices that are clear and in a format that is understandable
 - (c) to have his or her fees reviewed periodically and on request when there are changes to his or her financial circumstances
 - (d) not to be denied care and services because of his or her inability to pay a fee for reasons beyond his or her control.

2 Care recipients' responsibilities - home care

General

- (1) Each care recipient has the following responsibilities:

- (a) to respect the rights of care workers to their human, legal and workplace rights including the right to work in a safe environment
- (b) to treat care workers without exploitation, abuse, discrimination or harassment.

Care and services

- (2) Each care recipient has the following responsibilities:
 - (a) to abide by the terms of the written home care agreement
 - (b) to acknowledge that his or her needs may change and to negotiate modifications of care and service if his or her care needs change
 - (c) to accept responsibility for his or her own actions and choices even though some actions and choices may involve an element of risk.

Communication

- (3) Each care recipient has the following responsibilities:
 - (a) to give enough information to assist the approved provider to develop, deliver and review a care plan
 - (b) to tell the approved provider and their staff about any problems with the care and services.
 - (c) before the care recipient changes approved providers, to tell the approved provider and their staff of the day the care recipient intends to cease to receive home services from the approved provider.

Access

- (4) Each care recipient has the following responsibilities:

- (a) to allow safe and reasonable access for care workers at the times specified in his or her care plan or otherwise by agreement
- (b) to provide reasonable notice if he or she does not require home care to be provided on a particular day.

Fees

- (5) Each care recipient has the responsibility to pay any fees as specified in the agreement or to negotiate an alternative arrangement with the provider if any changes occur in his or her financial circumstances.

For more information on how to access our service and other services go to:

“My Aged Care”

National phone line 1800 200 422

or www.myagedcare.gov.au

Peppercorn Services Inc.
320 George Street
Windsor NSW 2756

www.peppercornservices.com.au
ABN: 34 611 224 255
Frontdesk: 02 4587 0222

Home & Garden Maintenance
02 4577 9975

If you have difficulty reading any part of this handbook, please contact us to obtain a large print version or ask for clarification.

Please chat to us if you have any questions.



PEPPERCORN SERVICES HOME & GARDEN MAINTENANCE

Phone: 02 4577 9975