

# Jubilee

COMMUNITY CARE

Enriching later life

## Jubilee Handbook

Personalised services, community connections, education and support for older people and their families.

☎ **3871 3220**







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## CONTACT JUBILEE COMMUNITY CARE

Please know that we want to support you in any way that we are able to.

### Contact Us

Jubilee Community Care  
87 Central Avenue  
Indooroopilly, QLD 4068

Phone: 07 3871 3220  
Email: [admin@jccagedcare.org.au](mailto:admin@jccagedcare.org.au)  
Website: [www.jccagedcare.org.au](http://www.jccagedcare.org.au)

### Office hours

8.00am to 4.00pm  
Monday to Friday.

# WELCOME

Jubilee Community Care, established in 1989, is a not-for-profit provider of home care services for older people.

We provide services seven days a week that include:

**Shopping** - Our staff can assist you with your shopping or we can do your shopping for you.

**Social Support** - We can help you to attend social, medical or personal appointments and assist with administration tasks such as paying bills.

**Cleaning and Laundry** - Help with light domestic tasks such as vacuuming, mopping, clothes washing and ironing.

**Preparing Meals** - We can assist you to prepare a meal.

**Transport** - We can take you to appointments or the shops.

**Personal Care** - We can help you with showering and dressing.

**Medication** - Help to ensure medications are taken as prescribed.

**Clinical and Nursing Services** - To meet your needs.

**Allied Health Services** - We provide personal alarms, falls detectors, physiotherapy, podiatry and much more.

**Home maintenance** – Minor repairs and care of your yard.

**Activities and Outings** - Our activity staff organise a variety of events from music and dancing to fish and chips on the beach and everything in between.

**Falls Prevention Program** - A weekly program for eight weeks with exercises and education from allied health professionals.

**Keep Fit** - Weekly exercise and hydrotherapy classes.

## Our Employees

Jubilee Community Care's strength is built upon the quality and retention of our employees. We will ensure that your Support Worker will provide you with quality services that meet your needs.

Our Support Workers are employed on permanent contracts of employment. All employees are reference checked during the recruitment process and all employees have a Police Clearance Certificate.

A new employee attends our in-house induction training program and attends annual and ongoing training to ensure the delivery of the highest quality care and support services that meet your needs. Support Workers have CPR and First Aid training.

## Our Mission

Enriching later life by providing personalised services, community connections, education and support for older people and their families.

## Our Vision

Older people in the community living safe, healthy, active and fulfilled lives.

## Our Values

People are our priority. Good relationships are important to us. We treat people equally, with dignity and respect. Our communication is open and transparent. We foster teamwork, partnerships and a sense of community. We seek social justice for all.

We aim for the highest standards of service, performance and accountability. By being responsive, flexible and through continuous improvement, we seek excellence in all that we do.

We revere our history and our past, but we look to the future. We embrace change through effective planning and innovation.

## CARE AND SUPPORT PROGRAMS

If you are over 65 years, or 50 years if you are Aboriginal or a Torres Strait Islander, you may be eligible to access:

### Commonwealth Home Support Program

Entry-level support for people and their carers who are able to live on their own but don't yet need higher levels of support, or;

### Home Care Packages

Care and support services for people with higher-level needs.

Eligibility for the Commonwealth Home Support Program and Home Care Packages, funded by the Australian Government Department of Health, is assessed by My Aged Care. Phone 1800 200 422. A representative will conduct an initial assessment by telephone and may refer you for a more in-depth assessment in your home.

Once you have been assigned a program or package, ask for **Jubilee Community Care** to be your service provider or contact our office on 3871 3220. We will then arrange to meet with you and your family to discuss the services that meet your needs.

### Private Care Services

We also provide Private Care Services. If you need urgent assistance or choose not to go through the Government assessment process, we are able to provide you with assistance on a fee for service. This can be from a small number of hours per week to 24-hour care.

## PLANNING YOUR CARE AND SUPPORT

As a client of Jubilee Community Care we will provide professional advice, information and support to help empower you.

### Care Plan

One of our Client Support Coordinators working in partnership with you and/or your representative will discuss and determine the support services that you require. This information will be documented in your care plan.

### Rostering Support Workers to your service

We will roster a small number of Support Workers to your service. This will enable you to get to know your Support Workers. Our staff will respect you, your dignity and confidentiality, and develop a relationship with you built on trust and respect.

### Your preferred days and times of service

We will organise your care and support services on the day(s) and time(s) of your choosing.

### Service Agreements

You will receive a service agreement outlining the conditions of the care and support services that we will provide to you.

### Support Reviews

We will reassess your services at least annually to identify if changes are required to meet your needs. Any changes will be fully discussed and agreed with you and will be documented on your care plan.

**If at any time you feel your needs have changed please contact our office or advise your support worker.**





## COST

### Home Care Packages

If you take up a Home Care Package you need to have a formal income assessment from the Department of Human Services. You should arrange this as soon as possible as this process takes time. You can ask for an income assessment before you start receiving care.

In accepting a Home Care Package you may be asked to pay one or both of the following:

- ➔ An income-tested care fee, assessed and determined by the Department of Human Services;
- ➔ A basic care fee, up to 17.5% of the single basic aged pension.  
**Jubilee Community Care does not charge the Basic Care Fee.**

For more information on the assessment process, phone the Department of Human Services on 1800 227 475 or visit its website.

There are annual and lifetime caps that apply to the income-tested care fee. Once these caps are reached, you cannot be asked to pay any more income-tested care fees.

### Commonwealth Home Support Program

If you receive your services through the Commonwealth Home Support Program you will be asked to pay a small fee. This fee contributes to the cost of delivering services such as staffing or for equipment costs.

No one is excluded from receiving a service due to financial hardship.



## PAYMENT METHODS

We will provide you with a monthly invoice.

Our preferred method of payment is direct debit however you can make payment using any of the following methods:



### Direct Debit

This is an arrangement with your bank and Jubilee Community Care to give you the peace of mind that your bill will be paid on your behalf on an agreed date for the amount stated on your invoice. In order to arrange this please call us on 07 3871 3220.



### BPay

Pay via internet or phone banking from your account by Bpay using the Biller Code and Reference as stated on your invoice.



### Mail

Detach the remittance advice on the invoice received in the post and send it with your cheque to:  
Jubilee Community Care, PO Box 1052,  
Indooroopilly, QLD 4068.

### Direct Deposit at the Commonwealth Bank to:

Jubilee Community Care Inc

BSB: 064-000

ACCOUNT: 13906752

You must quote your customer code found on your invoice: E.G. Customer: XXX007



## FREQUENTLY ASKED QUESTIONS

### How can I cancel a scheduled service?

If you wish to cancel a scheduled service please inform our office on 3871 3220. We do not charge for services when you cancel a service by midday on the day before the service is due.

For services cancelled after midday on the day before the service is due, the charge for the service may apply as it is unlikely we will find alternative work for your Support Worker at short notice. Your Support Worker is paid for their rostered time; this is a contractual obligation of employment. Our source of income to pay your Support Worker comes from the service that your Support Worker was rostered to provide for you. Ensuring we maintain paid hours of work for our staff enables us to recruit and retain high-quality employees for the benefit of you and other clients.

### What happens if I go into hospital?

If you have to go into hospital please arrange for someone to advise us although we accept that sometimes this may not be possible. Your services can be resumed when you return home.

### What happens if I am not home or unable to answer the door for my scheduled service?

During your initial meeting with one of our Coordinators you will be asked for the actions you would like us to take in case of an emergency or if you do not respond when your Support Workers attend for your scheduled service. These actions will be documented and deployed if such a situation arises. We recommend you have a key safe installed outside your property and provide consent for your Support Workers to access your home if you do not respond to their scheduled visit.

### What happens if I am away for an extended period of time?

In such circumstances, please liaise with our office on 3871 3220.

### Smoke Alarm

You will need to have a working smoke alarm in your home as your

home will be the workplace for your Support Worker. We request you do not smoke in your home when your Support Worker is in the home or when travelling in a vehicle with your Support Worker.

### What about 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 outside while your support worker is in your home.

### Cleaning Products

Support Workers are not permitted to use bleach-based products or any corrosive chemicals. We ask you to consider your Support Worker by purchasing non-hazardous chemicals for their use in your home.

### If you want to terminate our service

You may terminate our service for any reason by providing us with 14 days written notice.

### Termination by Jubilee Community Care

In certain circumstances, we may terminate our service with you by providing 14 days written notice to you only if:

- ➔ You cannot be cared for in the community with the resources available to us;
- ➔ You advise us in writing that you wish to move to a location where we do not provide Home Care services;
- ➔ You advise us that you no longer wish to receive Home Care services from us, or you want to move to an alternative service;
- ➔ Your condition changes to the extent that you no longer need Home Care services or your needs can be met more appropriately by other types of services or care;
- ➔ You do not meet your responsibilities, as described in the Charter of Rights and Responsibilities for Home Care, for a reason within your control; or



- ➔ You commit a Material Breach of this Agreement.

If, acting reasonably, we consider you have breached a Material Term of this Agreement, then we may give you written notice:

- ➔ If the default is capable of being remedied by you, advising you that you must remedy the default within 14 days; or
- ➔ If the default is not capable of being remedied by you, terminating this Agreement in accordance with this clause.

## PRIVACY AND CONFIDENTIALITY

### Privacy Collection Statement

#### Protecting your privacy

Jubilee Community Care Inc is committed to protecting your privacy and to ensuring we provide you with the best possible care and services. We are bound by the Privacy Act 1988 (Commonwealth) and the Australian Privacy Principles. This Privacy Collection Statement is aligned with our Privacy Policy which contains detailed information on how we protect your privacy, including the way in which we collect, use and disclose your information.

A copy of our Privacy Policy is on our website or at our office. We will provide a copy of our Privacy Policy to you when you are admitted to our service or before we start providing services.

#### Collection of information

We collect personal information about individuals directly from the individual or their legal representative. We will only collect information for a purpose that relates directly to our functions and activities as an aged care provider. We understand that you may not want to provide information to us. The information we request of you is relevant to providing you with the care and services you need. If you choose not to provide us with some or all of the information we request, we may not be able to provide you with the care and services you require.

For more detailed information, please refer to our Privacy Policy.

#### Use and disclosure

We will use and disclose your personal information only for the purpose for which it was collected or for any other purpose that is otherwise directly related to our functions or activities as an aged care provider or otherwise permitted at law. Please refer to our Privacy Policy for more detailed information.

#### Access and correction of information

Our Privacy Policy also contains detailed information on how you may access the personal information we hold about you and how you can seek to have your personal information corrected.

#### Overseas entities

We will not disclose your information to overseas entities. If we do, we will take all steps that are reasonable in the circumstances to ensure that the overseas entity does not breach the Australian Privacy Principles.

## FEEDBACK

Feedback mechanisms are the starting point for the active engagement and participation of clients in our service, leading to open and honest communication. Feedback enables our staff and management to have insight into the experiences of our clients, it assists us to deliver appropriate and effective services and to continuously improve our services.

We encourage feedback from our clients in many ways such as talking to their Support Worker, phoning our office, completing a *Tell Us What You Think* form, or writing, faxing or emailing us.

Feedback will be directed to the Director and/or Client Support Manager who will be responsible for dealing with the feedback in an appropriate way. Please be assured of confidentiality if your feedback is of a sensitive nature.



# Jubilee

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