



**Service**

**and Client**

**Handbook**

**MURRUMBURRAH-HARDEN  
FLEXIBLE CARE  
SERVICES INC.**



**MURRUMBURRAH-HARDEN FLEXIBLE CARE SERVICES INC.**

## **CONTACTING OUR SERVICE**

**Location** Trinity Centre, 27 East Street, Harden NSW 2587

**Postal Address** PO Box 199 Harden NSW 2587

**Phone** 02 6386 3561

**Email** [manager@flexicare.org.au](mailto:manager@flexicare.org.au)

**Visit** [www.flexicare.org.au](http://www.flexicare.org.au)

**ABN** 97 982 561 559

## **OFFICE HOURS**

Monday to Friday, 9:00am to 3:00pm

**Our service provides support to the frail aged and younger people who have a disability and also to their carers. This enables them to continue to live in comfort in their own homes for a longer period of time.**

Murrumburrah-Harden Flexible Care Services Inc. is committed to providing support to people who are disadvantaged.

Our service is an Incorporated Association effective 11 January 2000, and also a registered Charity ([acnc.gov.au/charityregister](http://acnc.gov.au/charityregister)).



MHFCS Inc. is a home support program. Our services are partially funded by the Australian Government and Transport for NSW.

*Updated October 2024*

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# Mission Statement

Murrumburrah Harden Flexible Care Services Inc. is committed to providing a service that is inclusive, respects choice and promotes dignity of our consumers. We support the frail aged and younger people with a disability who live in Harden and surrounding areas to enable them to live the best life they can.

## Core Values

Our core values are a set of principles that guide our actions. These core values shape the way we conduct ourselves via everyday tasks for the betterment of service to our consumers. Our board, staff and volunteers strive to align themselves with our core values.

### **Compassion**

We demonstrate kindness and treat consumers with dignity in support of individualised choices.

### **Respect & Honesty**

We pride ourselves on fulfilling consumers rights and responsibilities.

### **Teamwork & Collaboration**

We promote a healthy work ethic via communication and encouragement of others

### **Accountability & Integrity**

We promote honesty, transparency and quality of services.

## Our Staff

Comprise of CEO, Care Manager, Meals on Wheels and Transport Co-ordinators. Our team can be contacted on the office phone or via direct email contacts:

[manager@flexicare.org.au](mailto:manager@flexicare.org.au)

[support@flexicare.org.au](mailto:support@flexicare.org.au)

[meals@flexicare.org.au](mailto:meals@flexicare.org.au)

[transport@flexicare.org.au](mailto:transport@flexicare.org.au)

- ✔ Our support care staff are carefully selected to ensure that we have a good blend of experience and qualifications to meet our clients' needs.
- ✔ Our staff take pride in the work they perform and are provided with regular training to ensure we meet high standards of customer care.
- ✔ Our staff are guided by the services listed in your support plan, which helps you remain as independent as possible in your home.
- ✔ Our staff respect your privacy and dignity, lifestyle choices, religious and cultural preferences.
- ✔ Our staff are governed by our service code of conduct which promotes treating clients with honesty and respect, ensuring safe work practices and ensuring 'professional boundaries' are maintained.
- ✔ Our staff are encouraged to be proactive, enthusiastic members of our team.

## How does our service operate?

- ✔ A Board of Directors provide governance for our service.
- ✔ Our board consists of volunteer members who act in a role that assists with governance and overall management of our business.
- ✔ The service CEO reports directly to the Board of Directors.

## Role of the CEO

The CEO is employed by the Board of Directors to run and administer the day-to-day operations of Murrumburrah-Harden Flexible Care Services Inc.

Responsibilities include:

- Overseeing all service delivery operations.
- Management of all staff and volunteers.
- Liaison with other agencies.
- Assisting the board to evaluate and plan the service.
- Maintenance, running and promotion of services.
- All tasks associated with the efficient running of our community services for the betterment of our local community.

## Volunteers

Our volunteers play a very important role carrying out service delivery for Murrumburrah-Harden Flexible Care Services Inc. Our volunteers are screened through an application process which includes a criminal record check. Please contact our service if you would like to make some enquiries about volunteering.

Our volunteers perform:

- Transport driving
- Meals deliveries
- Social support activities
- Assist with raffles / functions etc.

## Membership

Our service invites annual membership to all community members at a minimal cost of \$2 per annum or \$30 for life membership. This membership gives financial members voting rights at general meetings, and it acts as a goodwill to show support and alignment with our community-based organisation.

## Meetings

- ✓ Our service holds board meetings on the 2nd Monday monthly.
- ✓ Our staff participate in regular staff meetings.
- ✓ Our AGM is conducted in November annually.

# Services and Assessments

There are various forms of suitability for our service:

- ✓ 65 years of age or over
- ✓ 50 years and older if you are of Aboriginal or Torres Strait Islander descent
- ✓ A person with physical, psychological or mobility issues.

It is very likely that you will require an assessment by My Aged Care (MAC) 1800 200 422.

MAC will take appropriate information from the client and make necessary referrals to cover your healthcare needs.

MAC may refer you to the Regional Assessment Service (RAS) who may contact you to conduct an assessment, they in turn will refer you to our service for ongoing management of your care needs.

**Please make contact with us if we can assist with stepping you through this process.**

Every client will be involved in establishing a service care plan, home assessment and entering into a service agreement which is reviewed annually.

# Our Services



## Respite and Personal Care

- We have trained carers to assist with personal care needs.
- Trained carers are available to provide in-home care when the usual carer is not present or needs a break.



## Domestic Assistance

Our care staff provide assistance with light duty cleaning tasks in the home. Some examples of areas that can be attended to are vacuuming, washing floors, clean of kitchens / bathrooms, linen change, hanging out washing and other light duties that suit your needs.



## Meals On Wheels

- We offer a wide range of delicious prepared meals, soups and sweets.
- Hot meals, soups and sweets can be delivered to the home of our clients 5 days a week (call our office if you need meals on a weekend).
- Frozen meals can be delivered to the home of our clients on a weekly basis or meals may be collected from the office 9am - 3pm Monday to Friday.
- Special dietary requirements and puree's can be catered for upon request.



## Social Support (Individual or Group)

- Social visits such as reading the paper, lunches, having a cup of coffee, or dining out.
- Shopping trips.
- Social support group activities.

### 'The Hub'

Our service offers a social hub session focused on creating meaningful moments whilst offering a sense of belonging, connection and support. **'The Hub' operates Tuesdays weekly from 10am to 2pm** which includes lunch at minimal cost. 'The Hub' provides social recreational activities for eligible MAC / RAS assessed clients. Please also enquire about our social support 'Independent Thursday'.

In addition, on a regular basis we schedule social excursions. We encourage everyone to come along and join in for some social interaction with others ie. games, activities, or simply pop in and have a chat. We're sure you will enjoy it you when you get here.



## Yard & Garden Maintenance

Lawn / grass mowing and minor garden maintenance to make your garden safe (please discuss your requirements with the admin staff).



## Equipment

Our service maintains a moderate number of small aids that may assist with your ongoing healthcare. Please make enquiries with the administration staff should you require the short-term loan of same.



## Transport

Our transport service is funded by the Federal and State Governments under the Commonwealth Home Support Program (CHSP), Community Transport Program (CTP) and Health Related Transport (HRT). It is also supported by our service.

We assist with transport requests for:

- Medical and dental appointments
- Health-related transport
- Shopping trips
- Social activities (ie social excursions, hairdressing etc).

We have appropriately skilled and qualified volunteer drivers who support our clients during their trips. Simply make an enquiry with us if you wish to access our transport services and we will guide you through the application process to establish you as a client on our database.

Upon eligibility please contact our office as soon as you are aware of your transport bookings so we can make necessary arrangements in advance.

The following details are essential:

- ✓ Date / time of your appointment
- ✓ Address of your travel destination
- ✓ Who your appointment is with
- ✓ Estimate of how long the appointment will take
- ✓ If you need a carer to accompany you

**Please advise in advance of any changes or cancellations.**



## **Client Registration**

**Upon assessment the following will / may be required.**

The care manager will work with you to establish our care detail requirements such as:

1. Obtaining intake registration details.
2. Issuing you with our client handbook and signing of appropriate forms.
3. Providing you with the Department of Health, Disability and Ageing Statement of Rights.
4. Involvement in establishment of a client care plan assessment and home risk assessment.
5. Completing a media consent form (as required).

**Please bring with you a copy of your Medicare / Pension / DVA cards for initial assessment.**

## **Fees & Charges**

Upon assessment the care manager will advise you of the fees and charges (client contribution) and provide a copy of current fee schedule, this applies to cares, transport, meals, respite and yard and garden services. Our fees and charges are reviewed annually.

**If you experience financial difficulty please make an appointment to discuss the matter with the CEO.**

## **Donations**

Whilst our service is partially funded by the Australian Government and is offset by client contributions, there is always a shortfall in funds. We really do appreciate all forms of donations that we receive and are more than happy to recognise same.

## Privacy & Confidentiality

Our staff work under regulations governed by the Aged Care Quality and Safety Commission where we strive to maintain your privacy, dignity and confidentiality at all times.

Our staff will wear an identification badge and will introduce themselves upon arrival.

## Record Keeping

Your care records remain the property of our service and these are filed securely and confidentially. A great number of our records are maintained electronically.

## Rights & Responsibilities

Our service is aligned to:

- Governance set by Australian Government Department of Health, Disability and Ageing Statement of Rights.
- Aged Care Quality and Safety Commission
- 2024 Aged Care Act
- Code of Conduct
- Whistle Blower Policy

## Work, Health and Safety

Upon assessment Work, Health and Safety checks will be carried out to make sure the work area is safe for both the staff and the client.

Our staff are suitably trained in mandatory compliance such as First Aid & Basic Life Support, and others areas of care as required.



“

Beautiful meals, lovely staff  
and very caring always - I really  
like everyone. Love this town.

- C

“

We would be lost without this service.  
Transport is great, as is the Hub.  
All staff are very nice.

- JD

“

An asset for this community, always  
willing to assist with medical  
appointments and other needs.

- L

## Eftpos

Eftpos facilities are available in our office, likewise, direct bank payments are always welcome.

## Smoking

Staff and volunteers are not permitted to smoke in the home of a client or in any transport vehicles as per Department of Health guidelines. Clients are asked to refrain from smoking when Flexible Care staff or volunteers visit their home.

## What happens if I'm not home when staff visit?

It is important to let our office know if you are not going to be home for a set appointment.

**Please phone us on 02 6386 3561 if you need to change or cancel an appointment.**

Early transparent communication is much appreciated.

It is essential you have a contact person listed on your client records in the office. That way we can phone someone if you are not home.

**If you wish to cancel a meal you should ring Flexible Care Services Inc. on 02 6386 3561 between 9am and 10am.**



## Advocacy

### Can someone speak on my behalf or assist me with communication?

Yes, you can get a family member, friend or an independent agency to advocate on your behalf. An advocate can be changed at any time. If you choose to use an advocate the CEO will ask you to complete and sign an appropriate form

### Advocacy services may be contacted through:

Seniors Right Services

Phone 9281 3600 or 1800 424 079 (toll free)

[seniorsrightsservice.org.au](http://seniorsrightsservice.org.au)



## Quality Improvement

As per the *Aged Care Act 1997* we are required to undertake regulatory compliance (to ensure we are meeting certain standards) and regular reviews. These will happen behind the scenes so be assured we are always looking for continual improvement.

## Satisfaction Surveys / Feedback

We are always looking to improve our services. On a regular basis we may offer the opportunity for you to participate in a client satisfaction survey.

We encourage you to be very open and honest in completing surveys as it is a great way for us to continue to make improvements of our services.



## Complaints & Compliments

If you feel your rights are not being respected or if you have any complaint or concern about the service you are receiving, you are encouraged to:

- Complete our complaints / compliments form.
- Discuss the matter with the staff or the volunteer concerned.

If the above is not appropriate you may phone **02 6386 3561** and speak to the CEO. We encourage you to be very open with your opinions as it can be useful for betterment of our services.

You may wish to speak to a member of the Board of Directors. If so, please make contact with the office and phone numbers of the board chair or delegate will be given, who are happy to take your call.

Additionally, you may wish to contact in writing:

### **Aged Care Complaints Scheme**

**Dept of Health and Ageing**

**GPO Box 9848**

**Sydney 2000**

**Phone 1800 951 822 (toll free)**

This is a free and confidential service that can assist you with any concern.

**Please keep in mind that all forms of feedback will help us improve our services and be assured this will not reflect the healthcare we will provide you into the future.**

**Respite care for people  
needing support at home  
and in their community**

**MURRUMBURRAH-HARDEN FLEXIBLE CARE SERVICES INC.**

