

# **COMMUNITY AGED CARE HANDBOOK**

## **HOPE VALE ABORIGINAL SHIRE COUNCIL**

Thiele Street  
Hope Vale Qld 4895  
Telephone: (07) 40609 371

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## HOPE VALE AGED CARE SERVICE

Hope Vale Aged Care services is a registered provider of low level community aged care services and residential aged care services. The purpose of this handbook is to tell you about how aged care services are managed in Hope Vale, older peoples rights that the Aged Care Act 2024 is built around and the community based services delivered in Hope Vale.

### Mission Statement

The aim of the Hope Vale Aged Care service is to provide a range of support services, to help older people to be cared for and remain in their own home.

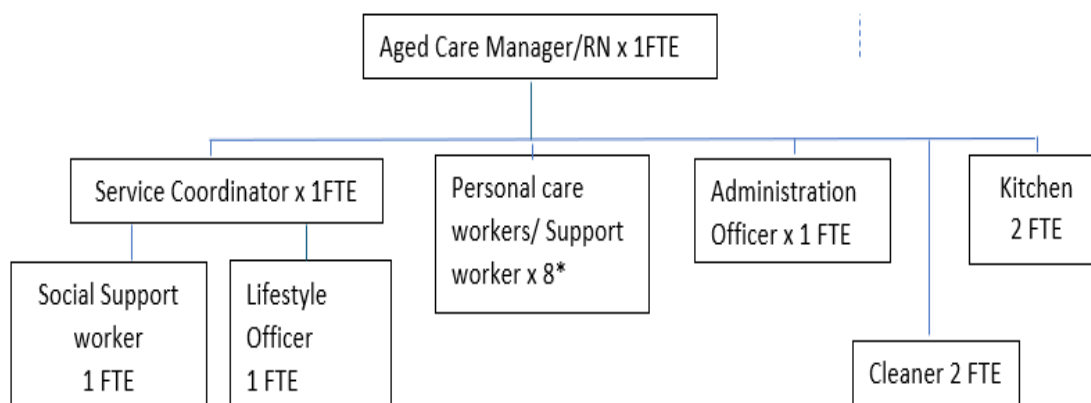
We want to support independence so our older people are able to live at home as long as possible, rather than move into an aged care residential service before they are ready.

The optimal goal is to provide care for clients in an atmosphere which promotes self-esteem, dignity and encourages independence whilst maintaining optimal health.

### Aged Care Management Structure

Hope Vale has established an integrated aged care service with residential care and community managed by an Aged Care Manager. The Community based services are managed by the Service Coordinator who coordinates the delivery of all community based aged care services.

#### Hope Vale Aged Care Management Structure



## Statement of Rights

The Aged Care Act 2024 is designed to put older people at the centre of the aged care system. It sets out the fundamental rights of people receiving aged care services. In simple terms it explains what every older person using aged care services are entitled to – how they should be treated, what they can expect, and what they can do if those rights aren't respected.

When you use aged care services, you have the right to:

- **Make your own choices** You can decide what care you want and how you want to live your life.
- **Be treated fairly and equally** Everyone should get the same quality care, no matter their background or situation.
- **Feel safe and receive good care** Your care should be safe, respectful, and meet high standards.
- **Keep your personal information private** Your details should be kept confidential and only shared when necessary.
- **Be listened to and understood** Staff should talk to you clearly and respectfully, and take your views seriously.
- **Speak up without fear** You can raise concerns or complaints, and it won't affect your care.
- **Stay connected to people who matter** You can keep in touch with family, friends, and anyone important to you.
- **Have support from advocates** You can have someone help you speak up or make decisions if you want.

## **Who can access aged care services**

To access aged care services you must:

- Be over 50 if you are Aboriginal and Torres Strait Islander or 65 for non-Indigenous people
- Need help with everyday activities e.g showering, cooking, transport, cleaning
- Your care needs are changing due to health mobility or memory changes
- Be registered on My Aged Care and assessed as eligible by the Single Assessment Service

## **What does Hope Vale Aged Care do?**

Hope Vale Aged Care provides a range of practical services to our older people in residential aged care and living in the community. The services for people living in the community are funded through the Commonwealth Home Support Program.

## **What is the CHSP Program?**

The Commonwealth Home Support Program (CHSP) is a program that helps older people stay at home with entry-level support to the aged care system. CHSP is not designed for people with intensive or complex care needs.

The aim of the program is to:

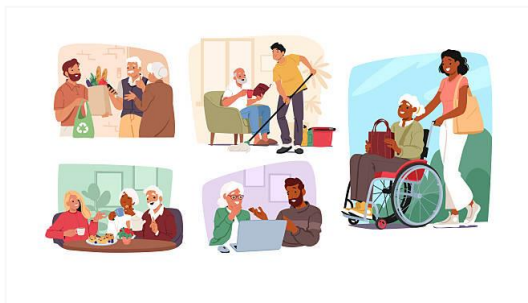
- help people live as independently as possible;
- focus on working with them, rather than doing things for them; and
- give a small amount of help to a large number of people

The Hope Vale Community Aged Care program is funded to provide:

- meals
- domestic assistance
- personal care
- yard maintenance
- transport
- Social support (individual)
- Social Support Group

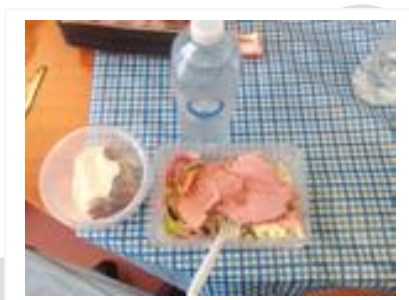
## OUR SERVICES

Hope Vale Aged Care Service is able to offer a variety of practical assistance; this assistance can be ‘tailor-made’ to meet individual needs.



### Meals

Meals are delivered Monday to Thursday (excluding public Holidays) between 11.30am and 1pm. We provide nutritional meals for our clients to enjoy.



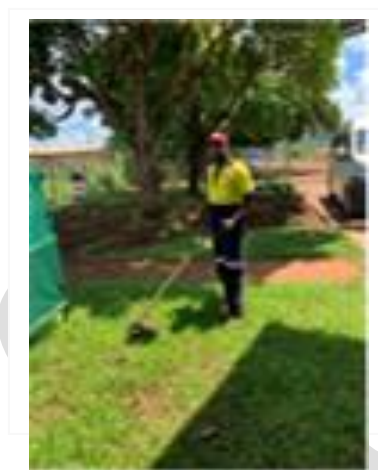
### Domestic Assistance

Practical assistance in the client's home with general house cleaning eg. sweeping, mopping, laundry and cleaning of stove, microwave & refrigerator. This service is delivered to assist clients on a weekly basis.



## Home Maintenance

Yard maintenance workers can assist with jobs in your garden e.g. lawn mowing, weeding, pruning and rubbish removal.



## Transport

We can provide transport to medical appointments, shopping, and other needs.



## Flexible Respite Care

We can also assist in having clients or carers have a centre-based day respite care.





## Social Support Individual

We can help you to keep up social contact in the community and be involved with community activities with one to one support.

Picture of older person from hope vale

## Social Group Support

Hope Vale Aged Care provide weekly activities within the community as well as outside of community where aged care clients interact with each other. Aged care clients get to enjoy activities such as sing-a-longs, games (eg. bingo), arts and craft, shopping trips and fishing.



## SERVICE AGREEMENTS AND COST OF SERVICE DELIVERY

The Aged Care Act requires that we enter into a client agreement with clients who have been approved to receive aged care services. The service is also required to have a client contribution policy.

### Client agreement

The client agreement will be negotiated during intake when the client is being assessed and a care plan is developed. The client agreement will include:

- The older persons details
- Services approved through My Aged Care
- The agreed start date
- The approved services the client wants to schedule
- The contribution to be paid for each type of service.

### Client contribution framework

Hope Vale Aboriginal Shire Council recognise that many older people and families are in the lowest socio-economic group. The Council is concerned that frail aged people who need support may not have the resources to pay a contribution towards their aged care. The council do not want the lack of money to mean that older people do not get the low level care they need to stay independent in their own home. Therefore the Hope Vale Aboriginal Shire Council has a policy of **not charging** approved clients a co-contribution for Commonwealth Home Support Program services.

## **OUR COMMITMENT TO OLDER PEOPLE**

### **Rights and Principles**

Our staff will treat you, your family and other people close to you with dignity and respect. We will ensure that you do not experience discrimination.

### **Privacy**

We will respect your privacy. We will make sure that all the information we collect about you will be protected and kept confidential. You will need to give us permission before we can share your information with a third party.

### **Assessment and Care Planning**

We welcome your active involvement in our assessment, planning and reviewing of your care and services. Your care plan will show that we understood your care and support needs.

### **Meal Delivery Services**

If you require provision of meals, we will ensure that they are suitable, healthy and include snacks and drinks. You will be involved in the selection and planning of your menu.

### **Emotional, Spiritual and Psychological Wellbeing**

We will support you in maintaining your personal relationships, interests and social and community involvement. This will include your observance of sacred, cultural and religious practices.

### **Our Staff**

Our staff are trained with the qualifications for the services we are delivering to you. We are respectful of your cultural, religious and medical needs.

## **Worker Screening**

Our employees delivering aged care services undergo a screening process which examines an employee's criminal history so that they are suitable to work in aged care. The screening better protects the safety and wellbeing of people older people.

## **Code of Conduct**

The Aged Care Code of Conduct is a condition of registration that applies to all providers under the Aged Care Act.

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## **FEEDBACK, COMPLAINTS AND WHISTLEBLOWERS**

We make a commitment to provide you with quality support and services. We encourage you to provide us with regular feedback about the care and services you receive. Your feedback will help us monitor if we are meeting this commitment to you and also find ways to improve our overall services.

Hope Vale Aged Care make sure that clients know they can complain, and it is their right to complain.

### **Client Survey**

Every year Hopevale Community Aged Care Service will send out a client survey to seek feedback about our services. We use this for planning and quality improvement activities. We also would like for you to tell us when our staff do something that you found good so we can pass your appreciation on to our hard-working staff.

### **Providing Feedback or Making a Complaint**

We encourage you to provide both positive and negative feedback on the services you receive to make sure services are the best they can be. We learn from feedback so we encourage it.

### **What If I'm Not Happy with the Service Provided?**

We want you to tell us if you are not happy about your services or If you do not feel comfortable with an aged care staff member.

Complaint forms available at the Hope Vale Community Aged Care Centre. You can complete and return the complaint form to the Aged Care Manager, Aged Care Service Coordinator or the Director of Social Services at the HVASC Administration.

You could also just tell the Aged Care Manager or the Director of Social Services.

## Managing Complaints

All complaints/feedback (whether formal or informal) will be:

- Treated fairly and kept private
- We will approach the complaint in a positive way, with the air of solving the complaint, and making any necessary changes to procedures and / or service delivery.
- We will talk to you to get your ideas on how the problem can be fixed
- We will let you know the outcome of the complaint and what we did in response.

Hope Vale Community Aged Care recommends the use of an advocate (someone to speak for you). You may choose your own advocate/support person or utilise a qualified staff member, or use someone from the Aged Care Advocacy Service.

***Your service will not be stopped if you complain or have a concern about a service.***

## Aged Care Advocacy Network

We hope you feel comfortable enough to talk to us about your complaint or you can talk to someone close to you who you trust to explain to us. But if not, you can to contact the Older Persons Advocacy Network (OPAN) for support. Information about OPAN can be found at their website [www.opan.com.au](http://www.opan.com.au) or they can be contacted on 1800 700 600 (free call).

## Aged Care Quality and Safety Commission

If you are not satisfied with the response you receive from Hopevale Aboriginal Shire Council or do not want to talk with us about your complaint you can contact the Aged Care Quality and Safety Commission to discuss your concerns. They can be contacted in a number of ways:

### Online

[www.agedcarequality.gov.au/contact-us/complaints-concerns/make-complaint](http://www.agedcarequality.gov.au/contact-us/complaints-concerns/make-complaint)

**Telephone**      1800 951 822

## Community contact phone numbers

Director of Social Services	4083 8023
Aged Care Manager	4060 9242
Service Co-ordinator	4060 9371
PHC Clinic	4083 8100
Police	4050 7644
SES	4083 8000
Apunipima Well Being Centre	4037 7600