

**WELLINGTON  
MULTI SERVICE  
CENTRE  
INC.**



**CONSUMERS  
HANDBOOK**

62 WARNE STREET  
(CWA BUILDING)  
WELLINGTON NSW 2820  
TELEPHONE: 6845 3474

# **WELCOME TO WELLINGTON MULTI SERVICE CENTRE INC.**

We are a Commonwealth Home Support Program (CHSP) supported by the Australian Governments to support frail or aged individuals to remain independent within the community, whilst also providing support to carers.

Our mission is to provide a quality services that meets your individual needs and encourages positive ageing and wellbeing.

## **ACCESSING SERVICES**

### **Am I eligible to receive service?**

Wellington Multi Service Centre Inc., services are available to the frail and aged people and their carers. These services enable those individuals requiring support to live independently or are at risk of premature entry into a residential care facility.

Eligibility for services is based on the individual's need for assistance with everyday tasks and with dignity in your own homes.

### **How can I receive service/s?**

If you wish to use aged care services, you must contact the My Agedcare Referral Service by phoning My Agedcare on 1800 200 422 or go on their website [www.myagedcare.com.au](http://www.myagedcare.com.au)

### **Assessment**

Services can commence once we get the referral from My Agecare, a staff member will contact the person requesting service within 5 working days and arrange an assessment interview.

The assessment interview will take place within 10 working days of the initial contact and will take place in the client's home by the Manager or a designated staff member.

This process consists of questions regarding client details, the duration of services required, depending on clients needs. The service is also available for short term purposes such as during recuperation after operations etc. (up to a period of 2 months). Information is given about other services available through the service profile.

Clients will be advised at assessment if they will be placed on a waiting list and given an idea of the approximate waiting time and information given on alternative services which may be of help.

If a service has been refused to a consumer, that consumer can reapply for a service at any time. Previous refusal of a service does not prejudice any future attempts by a consumer to access a service from the agency.

## **Reviews**

Re-assessments will be carried out both formally and informally by a staff member on a regular basis or as clients' needs change. We will telephone (or visit) you to check that our services are meeting your needs, but you can let us know at any time if your needs change.

## **RIGHTS AND RESPONSIBILITIES**

As a service user you have both rights and responsibilities.

### **Charter of Aged Care Rights**

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

### **RESPONSIBILITIES**

1. To respect the human worth and dignity of the service provider, staff, volunteers and other consumers.
2. For the results of any decisions they, the consumer, make
3. To play their part in helping the service provider to provide them with service.
4. To make complaints in a discrete and courteous manner.

## **SERVICE PROVIDERS RESPONSIBILITIES:**

- ◆ To enhance and respect the independence and dignity of the consumer.
- ◆ To ensure that the consumer's access to a service is decided only on the basis of need and the capacity of the service to meet that need.
- ◆ To inform the consumer about any options for support open to him or her.
- ◆ To inform the consumer of his or her rights and responsibilities in relation to services.
- ◆ To involve the frail elderly person or younger person with a disability and his or her carer in decisions about the assessment and service delivery plan of the frail elderly person or younger person with a disability.
- ◆ To negotiate with the consumer before a change is made to the service being provided.
- ◆ To be responsive to the diverse social, cultural and physical experiences and needs of consumers.
- ◆ To recognise the role of the carer and to be responsive to his or her need for support.
- ◆ To inform the consumer about the details of the service to be delivered and any fees to be charged.
- ◆ To inform the consumer of the standards to expect in relation to services he or she may receive.

## **VOLUNTEER SAFETY**

We need to keep our volunteers safe. Please ensure the entryway to your home is safe, dogs are restrained and you do not smoke whilst volunteers are carrying out their duties.

Volunteers can deliver meals, help in the reception, be a Companion/list Shopper, be a Tele Aid Caller.

## **ABUSE POLICY SUMMARY**

The purpose of our policy is to guide commitment of all staff of Wellington Multi Service Centre Inc., in preventing and responding appropriately to the abuse of clients, volunteers and staff. In addition, Wellington Multi Service Centre Inc. will act in the best interests of our clients, volunteers and staff who has been abused by upholding their rights and ensuring that the dignity and respect of all people accessing services is upheld at all times.

That staff are protected and supported by the Wellington Multi Service Centre Inc. policy governing the management of suspected or actual cases of abuse of client, volunteer or co-worker, particularly staff who may be unwilling to report abuse for fear about their own safety, should the perpetrator of the abuse become aware.

Wellington Multi Service Centre Inc., is committed to dealing effectively with the abuse of clients, volunteers and staff and is committed to:

- Creating a climate of trust, where staff are encouraged, comfortable and confident about identifying and responding to the abuse of clients, volunteer and co-workers

- Protecting staff from any adverse action when making a report.
- Developing a process to deal with reports thoroughly and taking appropriate action to address the reported abuse and prevent it from re occurring.
- Providing resources and training for staff about how to identify and respond to the abuse of clients, volunteer and co-workers.
- Properly managing any workplace issues that the allegations identify or that result from a report or any other identified problem (e.g. staff safety).
- Working collaboratively within the agency and across agencies to achieve the best outcome for the for clients, volunteers and co-workers and prevent abuse from reoccurring
- Reassessing / reviewing the policy periodically to ensure it is relevant and effective.

**For a full copy of this policy please contact our staff and a copy will be sent to you.**

### **CLIENT CENTRED APPROACH**

A client centred approach ensures clients are at the centre of planning and decision making. This approach works with clients to identify their needs, aspirations and strengths and to develop plans with each person to achieve what is important to them now and into the future.

Wellington Multi Service Centre Inc., is committed to the aim of a client centred approach and to understand what each individual person wants and needs to live their own, personally defined, good life. **For a full copy of this policy please contact our staff and a copy will be sent to you.**

### **CLIENT NON RESPONSE**

This policy sets out the response procedure for Volunteers and Staff, on arriving at clients home to provide a service and there is no response from the client or carer. Wellington Multi Service Centre Inc. (WMSC), staff and volunteers have duty of care for all clients and carers of this services.

If a staff member or volunteer has had a non- response from a client or carer for a pre-arranged service provision, they must follow procedures to ensure client or carer is located. **For a full copy of this policy please contact our staff and a copy will be sent to you.**

### **FINANCIAL HARDSHIP**

Wellington Multi Service Centre Inc., is a not for profit organisation and therefore unable able to dismiss any debt. Our service also recognises there are cases of genuine financial hardship requiring respect and compassion in special circumstances. This policy establishes guidelines for assessment of hardship applications applying the principles of fairness, confidentiality. This policy

applies to all applications for deferment and alternative payment arrangements.  
**For a full copy of this policy please contact our staff and a copy will be sent to you.**

## **PRIVACY AND CONFIDENTIALITY**

Wellington Multi Service Centre Inc is committed to protecting your privacy and confidentiality. We only collect information that we need to provide a service to you and we seek consent to provide information to other parties (only as required). We securely store our records and staff and volunteers are not permitted to discuss service users with anyone.

## **COMPLAINTS AND FEEDBACK**

Wellington Multi Service Centre Inc., encourages service users to provide feedback on the support we provide. This assists us to better meet your needs and to plan for the future.

If you are unhappy with the service you receive, please let us know by ringing the office. All complaints and feedback are treated in confidence and will not affect your service you have Wellington Multi Service Centre Inc.

If the issue is not satisfactorily resolved you can submit your complaint in writing to:

The Manager  
Wellington Multi Service Centre Inc.  
PO Box 161  
WELLINGTON NSW 2820

If you are unhappy with the Manager's decision you may wish to contact our Committee on the above address or someone outside the area of Wellington Multi Service Centre Inc., such as one of the advocacy and external complaints contacts listed over the page.

Once your complaint has been finalised someone from Wellington Multi Service Centre Inc., will be in touch to make sure you still feel comfortable to access support and to ask for your feedback on the complaint process.

## **ADVOCACY**

You have a right to use an advocate of your choice to negotiate on your behalf with Wellington Multi Service Centre Inc. This may be a family member, friend or advocacy service. A list of advocacy services is provided below. We can help you contact a service if you like.

An advocate is a person who, with your authority represents your interests. Advocates may be used during assessments, reviews, and complaints or for any other communication between you and Wellington Multi Service Centre Inc.

If you wish to appoint an advocate let us know in writing, the name of the person you wish to be your advocate. You can use the form - Authority to Act as an Advocate

available from the office. You can change your advocate at any time using the Authority to Act as an Advocate form.

## **ADVOCACY AND EXTERNAL COMPLAINTS CONTACTS**

Advocacy and external complaints contacts available to service users include:

Aged Care Quality and Safety Commission 1800 951 822

[National Aged Care Advocacy](#) Freecall™: 1800 700 600

**NSW Ombudsman on (02) 9286 1000 or 1800 451 524 (rural/regional callers only).**

*NSW Ombudsman* – available to investigate complaints about funded or licensed service or an employee of the service. The Ombudsman can also inquire into major issues affecting clients and services. Further information about the NSW Ombudsman can be found at

**Web:** [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au) **Phone: (02) 9286 1000 Free call: 1800 451 524 (rural/regional callers only).**

**NSW Office of Fair Trading**

**General contacts 13 32 20**

**Specialised services 13 14 50**

**Teletypewriter Telephone Numbers (TTY) 9338 4943**

## **HOW DOES THE SERVICE OPERATE?**

The service is managed by a community based committee which is elected annually. The day to day co-ordination is carried out by paid staff, but many of the services are provided by volunteers.

## **OFFICE STAFF MEMBERS:**

Clare Manning - Manager

Sharon Doherty – Admin & NDIS Co-ordinator

## **THE COLLECTION, STORAGE, ACCESS, USE AND DISCLOSURE OF YOUR INFORMATION.**

### **COLLECTION**

Wellington Multi Service Centre Inc uses a Client Assessment Information Form for the collection of client information relevant for provision for Service Delivery (eg Name, Address, Date of Birth, Telephone Number, Next of Kin, Services Required - Care Plan , Consent, Dietary needs, Name of Doctor). Health related information is only collected if it has any relevancy to Service Provision.

### **STORAGE**

All client records containing relevant information to their service provision. All records are kept in a locked filing cabinet. Once a clients service provision is no longer required, files are moved and archived for seven years, after this time all client records are shredded.

## **ACCESS**

Clients have the right to access their personal records with 24 hour notice. Only clients have access to their records unless written permission is given by the client. Clients have the right to update, correct or amend their personal information at any time.

## **USE OF INFORMATION**

The information collected is used for the following reasons:

- For the effective service provision, continuous improvement and for emergency situations.
- Funding purposes and statistical reporting.
- Where appropriate, and with the consent of the participant, information on the support plan is communicated to family members, carers, other providers, and relevant government agencies.

Wellington Multi Service Centre is regularly subjected to external auditors by both our Age Care funding Peak body and NDIS Practices Standard. Your personal service file may be checked by the external auditor and you may be contacted to participate in an interview to gain feedback of the services you receive from Wellington Multi Service Centre Inc.,

If you do not want to participate in the Audit process. Please tick the box below.

No

## **CONFLICT OF INTEREST**

Wellington Multi Service Centre actively manages real and possible conflicts of interest that have the potential to negatively impact or influence services. This is part of our commitment to always provide safe and high-quality supports.

Where personal interest comes into conflict with a person's work-related or volunteering responsibilities. Wellington Multi Service Centre exercises good governance, to ensure any conflicts are identified and prevented or resolved.

A conflict of interest may be naturally occurring rather than as an indication of improper activity and all conflicts whether real or possible must be identified, declared, recorded and managed.

Staff/ Volunteers/committee members are not allowed to be involved in any aspect of providing supports to family members or friends. Staff are also unable to access any information relating to family members or friends.

## **DISCLOSURE**

Wellington Multi Service Centre Inc can only disclose your information with your consent eg for referral to other services or in situations where there is seen to be a serious threat to any persons health or safety. Your information will be disclosed if required by law.



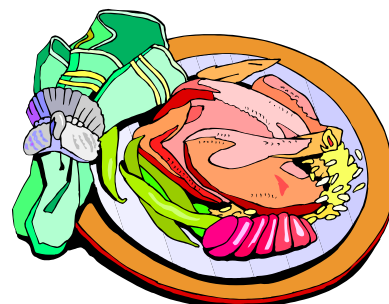
## SERVICES WE PROVIDE:

### MEALS ON WHEELS

All meals and sweets are frozen for you to heat at your convenience. Store meals in your freezer until required and heat according to instruction sticker. Meals must be discarded once they are passed their use by date.

Our Frozen Food Services has an extensive range of meal and sweets for you to choose from.

If you have special meal needs such as pureed or gluten free meals etc, we can cater for most special request. These meals will need to be ordered in. **All ingredients are listed on the lid of each meal and sweet.**



In Town Service - Meals are delivered in the following options for clients within the town limits:

**Option 1** : Once a week delivery - Every Monday between 9.30 and 10.30 am

**Option 2**: Twice per week delivery – Every Monday and Wednesday between 9.30 and 10.30 am

**Option 3**: Heating delivery for clients assessed to be unable to heat their own meals – Daily (Monday to Saturday) between 12noon and 1 pm.

Clients can choose their meal combination:

Main Meals (360 – 380gm).....\$7.50 Each

Sweets.....\$3.00 each

(any person on a Home Care Package or a Self-Funded Retiree are charged at full cost recovery of \$14.50 each)

We will provide you with an invoice at the end of each month. You can make payment via direct debit, pay at the office, or by centre pay with Centrelink. Our staff do not collect meals money.

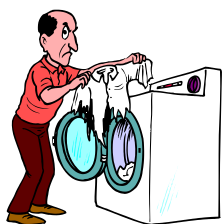
**Cancellations** or meal changes must be given to the office staff as soon as possible. Any speciality order meals (puree or gluten free etc) will incur a cancellation fee for any meals not taken.

### **Out of Town Service:**

Meals for clients living in outlying villages and properties can be purchased and picked up from our office, when required or staff/volunteers can delivered to your home every fortnightly.



## **SOCIAL SUPPORT**



### Laundry Service

Washing is done on a fortnightly basis and is picked up and returned within a few days (weather permitting) - **\$15.00 per load.**

### Tele Aid

This is a friendly phone call each day between 8am and 9am to check on clients well-being.

### Assisted Shopping Service

This service is for people who are vision impaired, housebound, or use aids that may make shopping difficult and need assistance with shopping. **Cost is \$15.00**



### Cemetery Visitation

This is a fortnightly service on each Monday of pension week. Clients are picked up and returned home. Pickup time is 10.30am and return by 11.30am. **Cost is \$5.00 per person.**

### Times on Wheels

This service is the local newspaper on CD for vision impaired.

### Hospital Visiting

Visiting clients in hospital and doing small errands eg: pay bill, personal shopping etc.

### Information & Referrals

We can provide brochures and contact details or make referrals for other service providers on your behalf

### Individual Assistance

Help with letter writing, filling out forms, doctors appointments etc.

## **RESPIRE**

Wellington Multi-Service Centre Inc receives funding to provide a flexible Respite Service, integrating a range of basic maintenance and support services that responds to the needs of the clients.

This Service is available in the Wellington, Gilgandra and Dubbo areas. The aims of the Respite Service are:

- ◆ Support people who are Aged, Frail to achieve increased independence and community participation.
- ◆ Assist carers/ families who provide care and support for their family member who is aged, frail or have disability.

- ◆ Strengthen and maintain the primary care relationships between a aged, frail person or a younger person with a disability and their carers/ family members.
- ◆ Will endeavour to ensure that the respite activities are age appropriate and have positive benefits and outcomes for the clients and carers.
- ◆ Promote the integration and participation of people with a disability within their communities.
- ◆ Assists carers/ family member who care for someone who is Aged, Frail or Disabled by giving them a break from their role by providing a caring and stimulating environment.
- ◆ Wellington Multi-Service Centre Inc is able to provide information about other services and make referrals if required.

Cost: from \$10 per hour



## **GENERAL INFORMATION**

**Street Address:** 62 Warne Street  
Wellington NSW 2828

**Postal Address:** PO Box 161  
Wellington NSW 2828

**Telephone:** (02) 6845 3474

**Email:** [wellomsc@westnet.com.au](mailto:wellomsc@westnet.com.au)

**Website:** [wellingtonmultiservicecentreinc.com](http://wellingtonmultiservicecentreinc.com)

**OFFICE HOURS:**

Monday to Friday – 9 am to 4 pm  
(Closed between 1 – 2 pm)

