



Mercy Services

SERVICE ACCESS AND EQUITY

Manual: Service Delivery

Document ID: E.02

1. PURPOSE

This policy clarifies the process that a person follows in becoming a client of Mercy Service.

2. WHO DOES THIS POLICY APPLY TO

This policy applies to all Mercy Services programs and the workers within them.

3. POLICY

Services provided by Mercy Services will be promoted in a manner which ensures equity of access.

The services of Mercy Services are not denied to any person on the grounds of their gender, marital status, religious or cultural beliefs, political affiliation, particular disability, ethnic background, sexual preference, or circumstances of their carer.

Some services provided by Mercy Services have restrictive eligibility criteria set by the funding source e.g., age, geographical location, already receiving an equivalent service from another level of Government. Mercy services must be compliant with the governing regulations

Where demand for services exceeds supply, priority of access criteria is provided to enable open and accountable decisions on accepting clients. Unless required otherwise by funding bodies, such prioritisation will be on the basis of relative need.

Clients who reapply for services are assessed, with needs being prioritised.

Clients in receipt of complementary services are not discriminated against in receiving additional services.

To ensure clients are able to make informed choices Mercy Services will endeavour to provide information in a format suited to individual needs.

4. PROCEDURE

4.1. Ensuring equity for people from disadvantaged backgrounds

The identified special needs groups for priority of service are:

- people of Culturally and Linguistically Diverse backgrounds;
- people of Aboriginal and Torres Strait Islander background;
- people suffering from Alzheimer's or related Dementias (particularly for access to aged care services);
- people with an intellectual or psychiatric disability;
- people with few supports;
- "Forgotten Australians" (e.g., former child migrants and people from the Stolen Generations);
- people from the criminal justice system

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- people who are homeless or at risk of being homeless;
- people from the lesbian, gay, bisexual, transgender and intersex (LGBTI) community; and
- financially disadvantaged persons.

4.2 Eligibility requirements

As Mercy Services is funded to provide a range of different programs, a person's eligibility must be assessed on the basis of their relationship to the unique entry criteria of each program.

a) RESIDENTIAL AGED CARE (Singleton)

Residential aged care

Eligibility:

- persons 65 years and over for non-Indigenous people, and 50 years and over for Aboriginal or Torres Strait Islander people; and
- be assessed by the Aged Care Assessment Team (ACAT) before being eligible;

Entry process:

- Contact: ACAT or My Aged Care 1800 200 422 to be assessed as eligible;
- Director of Care (02) 6572 2499 can be contacted by either: (a) client/support person or (b) hospital discharge or other service provider; and
- Director of Care will complete the intake forms with the client if there is a suitable vacancy or will offer the option of being placed on a waiting list.

b) CONSUMER DIRECTED CARE PACKAGES

Hours:

Between 7:00am and 8:30pm as required Monday to Sunday (limited assistance outside these hours if required).

Office between 8:30am and 4:30pm as required Monday to Friday (limited assistance outside these hours if required). Out of office on call 7 days/week for support if required.

Service provided: This Australian Government funded program that provides supports to enable older people remain living in their home and participating in the community. The client chooses how their funds are spent. Some examples are listed below

- access to socialisation;
- personal assistance;
- laundry assistance/ironing;
- lawn mowing;
- light home maintenance;
- light housework;
- meal preparation/provision of meals;
- medication supervision;
- pet care;
- shopping;
- showering/bathing;
- in home respite
- equipment
- allied health assistance

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- transport to appointments (by arrangement); and/or
- many other options to maintain/improve the person's health and well-being.

Eligibility:

- persons 65 years and over for non-Indigenous people, and 50 years and over for Aboriginal or Torres Strait Islander people; and
- Referral to MAC and be assessed by the Aged Care Assessment Team (ACAT) before being eligible for a package; and
- client living in the Newcastle or Western Lake Macquarie Local Government Areas (LGA).

Entry process:

- Contact: ACAT or My Aged Care (MAC Gateway) 1800 200 422 to be assessed as eligible.
- Once ACAT approved, the client is placed on national queue awaiting letter of assignment from MAC indicating the level of HCP assignment. In the interim alternative services referral codes are allocated,
- The clients may choose Mercy Services as a referral provider
- If vacancy exist, Coordinator then organised initial meeting with client

c) COMMUNITY TRANSPORT (see Home Support Program below)

d) HOME SUPPORT PROGRAM

A range of services funded by the Commonwealth Home Support Programme (CHSP) to provide entry-level home support for older people who need assistance to keep living independently at home and in their community. These services were previously known as Home and Community care (HACC).

Hours:

Office hours between 8:30am and 4:30pm Monday to Friday (limited assistance outside these hours if required).

Between 7:00am and 8:30pm as required Monday to Sunday (limited assistance outside these hours if required).

Service provided:

Detailed in table below

Eligibility:

- persons 65 years and over for non-Indigenous people, and 50 years and over for Aboriginal or Torres Strait Islander people; and
- be assessed as eligible by the Regional Assessment Services via My Aged Care Gateway portal; and
- clients living in Newcastle, East and West Lake Macquarie and Hunter Valley.

Entry process:

- Applicants must contact My Aged Care 1800 200 422 for a phone and/or in-home assessment.
- MAC Gateway will either:
 - Refer to RAS (Regional Assessment Service) for CHSP services

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- If a comprehensive assessment is required, for a referral to ACAT will be made for HCP
- If MAC approves application for CHSP services the client will be given referral codes and can choose their preferred provider.
- Within three days of the referral being sent, a Coordinator must either accept or reject the referral. If the referral is rejected the client or My Aged Care can approach other providers.
- Mercy Services has agreed to commence services within:
 - two calendar days after acceptance for high priority referrals;
 - five calendar days after acceptance for medium priority referrals;
 - ten calendar days after acceptance for low priority referrals.
 - The Coordinator will update the client's My Aged Care portal service delivery information within fourteen days after acceptance.

Service type	Service sub-type	Details
Domestic Assistance	General House Cleaning	For people living in in the Newcastle and East/West Lake Macquarie and Hunter LGAs.
	Unaccompanied Shopping (delivered to home)	
Personal Care	Assistance with Self-Care	Operating between 7:00am and 8.30pm – seven days a week for people living in the Newcastle and Lake Macquarie LGAs providing personal care assistance with self-care tasks (can involve the use of lifters/hoists). Service types include: <ul style="list-style-type: none"> ✓ Eating ✓ Bathing ✓ Toileting ✓ Dressing/undressing ✓ Grooming and hair care ✓ Getting in and out of bed ✓ Moving about the house ✓ Assistance with prescribed exercises ✓ Assistance with therapy programs
	Assistance with Client Self-administration of Medication	Operating between 7:00am and 8.00pm – seven days a week (or as required) for people living in the Newcastle and East/West Lake Macquarie and Hunter LGAs providing drop-in reminder and assistance with medications (tablets must be in a blister/Webster pack)
Social Support Individual	Visiting	Operating weekdays 7:00am to 8:30pm with caring volunteers assisting with the following: <ul style="list-style-type: none"> ✓ Shopping with the client; ✓ Individual transport to appointments;
	Telephone/Web Contact	

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Service type	Service sub-type	Details
	Accompanied Activities, e.g. Shopping	<ul style="list-style-type: none"> ✓ Home visits and telephone calls; ✓ In-home respite care; ✓ Information and referral; ✓ Completing forms, bills, banking, etc.; ✓ Advocacy; and ✓ Pet care. <p>Newcastle and East/West Lake Macquarie and Hunter LGAs</p>
Social Support Group		<p>Group activities at our centres and at community venues are provided to clients at:</p> <ul style="list-style-type: none"> • Tighes Hill • West Wallsend • Newcastle Elderly Citizen's Centre
Home Maintenance	Minor Home Maintenance and Repairs	<p><i>A Monday to Friday 8:00 to 4pm service for people living in Newcastle and East/West Lake Macquarie and Hunter LGAs</i></p> <ul style="list-style-type: none"> ✓ Regular lawn mowing (generally every two weeks between October-March and every three or four weeks between April-September) ✓ Light pruning to make area safe ✓ One-off rubbish removal/yard clean-up ✓ Changing light globes and tap washers ✓ Repairs to doors, gates, steps etc. ✓ Contracting with electricians, plumbers etc. to complete work that requires a licensed tradesperson.
	Garden Maintenance	
Nursing		<p><i>Covers Newcastle and East/West Lake Macquarie and Hunter LGAs between 8:00am and 4:30pm Monday to Friday (excluding Public Holidays) - arrangements may be made to provide a service outside normal operating hours if there is a compelling need and resources are available.</i></p> <ul style="list-style-type: none"> ✓ initial assessment of clients and carer needs; ✓ referral to other community services; ✓ ongoing assessment and nursing management; ✓ wound assessment and management; ✓ basic foot care; ✓ continence management; ✓ monitoring of blood sugar levels; ✓ administration of insulin; and

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Service type	Service sub-type	Details
		<ul style="list-style-type: none"> ✓ organising and education regarding medication. <p>Referrals to Community Nursing may also come from Hunter New England Health.</p>
Meals	At Home	A frozen meal home delivery service is available to people living the areas around <i>Newcastle and East/West Lake Macquarie and Hunter LGAs</i>
	At Centre	<p>A main midday meal and dessert are freshly made and if notified we can accommodate cultural, nutritional, and other individual needs. Meals are provided at:</p> <ul style="list-style-type: none"> • Newcastle Elderly Citizen's Centre • West Wallsend
Transport	Direct (driver is volunteer or worker)	<p>For people living in Newcastle and Lake Macquarie LGAs. Transport operates between 7:00am and 4.30pm Monday to Friday (excluding Public Holidays). Some group social transport is provided on some Saturdays. Phone booking hours are from 8:30am to 4:30pm. Providing transport by bus or by car, taxis depending on the type of transport required, with some vehicles being wheelchair accessible. Services also extend to persons who have limited or no access to private transport and they have difficulties in accessing mainstream transport systems. Transport provided to/from:</p> <ul style="list-style-type: none"> ✓ Doctors, specialist appointments ✓ Medical treatments ✓ Hospital visits ✓ Physiotherapy ✓ Group social outings ✓ Podiatry ✓ Group shopping ✓ Other destinations chosen by the client for social inclusion
	Indirect (through vouchers or subsidies)	
Flexible Respite	In-home Day Respite	Newcastle and East/West Lake Macquarie and Hunter LGAs
	Community Access - Individual respite	

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Service type	Service sub-type	Details
Centre-based Respite	Centre Based Day Respite	<p>Providing a wide variety of physical and social activities which cater for the individual needs of our clients. This service also includes:</p> <ul style="list-style-type: none"> ✓ meal provided at Centre based activities; and ✓ assistance with transport to activities may be available for people living within 5km of the Centre. <p>Tighes Hill Centre operates Monday, Tuesday, Wednesday and Thursday from 10.00am until 2:30pm</p> <p>West Wallsend Centre operates Tuesday to Friday from 10.00 am until 2:30 pm.</p>
	Community Access - Group	Both Tighes Hill and West Wallsend Day Centre offer group community access activities.

e) NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

Hours:

Between 8:30am and 5:00pm Monday to Friday (limited assistance outside these hours required).

Service provided:

Detailed in table below

Eligibility:

- Persons under 65 years; and
- Assessed as eligible by the National Disability Insurance Agency.

Entry process:

- Contact the NDIS: 1800 800 110 for an assessment, budget and service plan.
- Once approved for NDIS services the client can contact Mercy Services/other providers to find out if there is service capacity.
- If there is a vacancy a Coordinator will complete the intake forms with the client.

NDIS Cluster	NDIS Support Items
Accommodation /Tenancy assistance	assistance with accommodation and tenancy obligations
Assistance in coordinating or managing life stages, transitions and	coordination of complex supports
	coordination of complex supports- higher intensity
	life/transition planning

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NDIS Cluster	NDIS Support Items
supports	establishment of mentoring and peer support
	assistance with decision making, daily planning, budgeting
	assistance to integrate into school or other educational program
	specialised transport to school / educational facility / employment/community
Assistance with daily life tasks in a group or shared living arrangement	assistance in a shared living arrangement
	assistance with daily life tasks provided in residential aged care facility
Assistance with daily personal activities	assistance with self-care activities
	overnight monitoring of self-care – off site or on-site on call rate (<i>incl. One hour assistance if needed</i>)
	assistance with personal domestic activities
Assistance with travel/transport arrangements	specialised transport to school / educational facility / employment/community
	taxi and other transport fares beyond taxi subsidy taxi and other transport fares beyond taxi subsidy
	other transport fares
Community nursing care for high care needs	enrolled nursing care
	registered nursing care
Development of daily living and life skills	parenting training relating to disability
	group based training/skills development in daily personal activities
	group social skills development
	individual social skills development
	individual life and personal skills development
	numeracy, literacy, money/financial management skills development
	training for carers
	training in planning and plan management
general life skills development activities	
Early intervention supports for early childhood	specialised individual early childhood interventions
	specialised individual therapy for children with Autism
	specialised group early childhood interventions
Household tasks	assistance with the cost of preparation and delivery of meals
	house and/or yard maintenance

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NDIS Cluster	NDIS Support Items
	house cleaning and other household activities
	linen service
Participation in community, social and civic activities	group based activities in a centre
	group based community, social and recreational activities
	assistance to access community, social and recreational activities
	development of skills for community, social and recreational participation
	community, social and recreational activity costs
Therapeutic supports	counselling as part of a group
	counselling for an individual
Training for independence in travel and transport	public transport training and support
Other innovative supports	

f) COMMUNITY CARE SUPPORT PROGRAM

These are similar to the HSP services described above and are available to former HACC clients who were assessed as ineligible for NDIS and “HSP type” services for younger people with a disability in areas that are yet to start/complete NDIS assessments.

Hours:

Between 8:30am and 5:00pm Monday to Friday (limited assistance outside these hours if required).

Service provided:

Similar to NDIS and HSP as detailed above

Eligibility:

- Persons under 65 years with a disability; and
- Living in an area which has not yet commenced NDIS or was a HACC client with Mercy Services who was not approved for NDIS.

Entry process: 1. Contact NSW Family and Community Services, Information, Referral and Intake line: 1300 205 268

2. If there is a vacancy a Coordinator will complete the intake forms with the client.

g) SUPPORT COORDINATION PROGRAM

Hours:

Between 9:00am and 5:00pm Monday to Friday

Service provided:

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A Mercy Services case manager can assist people with a disability (or their carer) to access, pay for, and organise supports to maximise their independence and meet their support/care/health/well-being needs. Assistance is also available with advocacy. The program is designed to assist people until such time as the area in which they live is covered by NDIS services and the individual receives an NDIS package.

Eligibility:

- Persons under 0 to 65 years with a disability; and
- Living in the Cessnock, Dungog, Lake Macquarie, Maitland, Muswellbrook, Port Stephens, Singleton or Upper Hunter LGAs - until such time as each LGA is fully covered by the NDIS scheme

Entry process:

Contact: Support Coordination Program (02) 4961 2686.

h) CARE COORDINATION PROGRAM

Hours:

Between 8:30am and 5:00pm Monday to Friday.

Service provided:

A Mercy Services Case Manager can help you get the most out of your NDIS plan by assisting you to: be clear how the plan will meet your needs, identify service gaps, address difficulties that arise with your plan and negotiate with other services.

Eligibility:

Persons under 65 years with a disability; who have an NDIS package which includes coordination of supports.

Entry process:

- Contact: Support Coordination Program (02) 4961 2686.

I) McAULEY OUTREACH SERVICE

Hours: weekdays

Service provided:

A professional counselling service usually through home visits assisting parents (clients) to:

- address their alcohol and/or other drug related issues;
- address health issues/needs of both themselves and their children;
- address child related issues;
- develop/maintain a healthy stable lifestyle for themselves and their children;
- set personal/child-related goals and work towards the realisation of these goals;
- link their family with existing services & support their continued, appropriate use of these services; and
- provide education and information regarding drug and alcohol, health and related issues.

Eligibility Criteria:

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- Parents with children under 12 years where parental drug or alcohol use is affecting the family functioning; and
- Living in either the Newcastle, Lake Macquarie, Port Stephens, Maitland, or Cessnock LGAs; and
- The parent (potential client) wants to make positive changes in their life to benefit themselves and their families.

Entry process:

New referrals: (02) 4961 2686

McAuley Outreach Service can generally inform people of the acceptance of their referral at the initial referral phone call. (Note also that McAuley Outreach Service has a 'no wrong door' approach that requires ease of access for people with a dual (MH & AOD) diagnosis in E.03 Meeting Individual Needs Policy).

i) McAULEY PARENTING PROGRAM

Hours:

Weekdays

Service provided:

The Family Support Worker provides general support to families through home visiting in the Newcastle/Lake Macquarie areas.

Eligibility Criteria:

Families with children 0 to 8 years which have complex needs and are accepted by the Dept. of Community Services for their Brighter Futures program and living in the Newcastle or Lake Macquarie areas.

Entry process:

Family & Community Services, Community Services, offices in Newcastle and Lake Macquarie or Samaritans *Brighter Futures Team* (02) 40149300

j) HOLYOAKE PROGRAM

Hours:

Groups arranged when demand is sufficient

Service provided:

Women's program – 12 week program designed specifically to respond to women who are experiencing problems with their use of alcohol or other drugs and/or gambling issues.

Entry process:

Contact the Holyoake Coordinator: (02) 4961 2686.

k) BRIGHTON HOUSE

Service provided:

Offers accommodation for approximately 12 months to men who are ready to take responsibility for their own recovery and sustain a drug free lifestyle in a supportive and friendly community environment.

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Eligibility Criteria:

- Male
- Demonstrably absent from all substances for 4 -6 months
- Committed to a 12-Step program of recovery which incorporates N.A. or A.A. meetings, prepared to be actively engaged in all household activities; and to give and receive support from other residents

Entry process:Contact Manager AOD & Family Services (49612686) or Brighton Support Worker (0408 422515).

I) BRONTE HOUSE

Service provided:

Offers accommodation for approximately 12 months to women who are ready to take responsibility for their own recovery and sustain a drug free lifestyle in a supportive and friendly community environment.

Eligibility Criteria:

- Female
- Demonstrably absent from all substances for 4 -6 months
- Committed to a 12-Step program of recovery which incorporates N.A. or A.A. meetings; prepared to be actively engaged in all household activities; and to give and receive support from other residents

Entry process:Contact Manager AOD & Family Services (4961 2686) or Bronte House Support Worker (0447 048560).

m) McAULEY COMMUNITY HOUSING

Service provided:

Provides short to medium term (approximately 12 months) accommodation.

Eligibility Criteria:

- Low income families who have been affected by substance abuse, and
- who otherwise are unable to obtain suitable housing through another agency.
- Priority is given to single parent families & families with special needs
- Demonstrated ability to live drug & alcohol free for a significant period (at least six months) preferably having previously undertaken a rehabilitation program, with the motivation to help him/herself become a functional member of society.
- Accepting of appropriate support services.
- Acquired sufficient skills to care for his/her children and maintain acceptable standards of cleanliness and hygiene, with the capacity to pay rent and look after the premises.
- Commitment to a 12 step model of recovery and regular weekly attendance at AA/NA meetings.
- Commitment to the rules relating to McAuley Housing tenancies

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Entry process: Contact: Manager AOD & Family Services (02) 4961 2686

n) PRIVATE/SELF FUNDED SERVICES

Subject to the availability of resources any of the services may be provided to individuals, organisations and businesses. Such a request may be for a time-limited period (*such as when NSW Health broker a Compack (to prevent hospitalisation) or maybe an ongoing service (such as fortnightly cleaning or mowing)*). A request of private/self-funded services will be made to the relevant Manager who will ensure that provision of the service will not compromise other services or place a strain on resources. The rates charges are detailed in the Mercy Services (E.04) Clients Fees policy.

Entry process:

To determine if there is capacity to assist contact:

- the Manager (02) 4961 2686 (for Newcastle LGA) or
- the Manager (02) 49441944 (for other Hunter LGAs)

o) OTHER SERVICES – the Chief Executive Officer may establish new services with or without government funding for durations and with appropriate criteria and specifications.

4.3 Assessment

If a third party has referred a person for a service, the Director of Care/Coordinator (or delegate) will clarify with the potential client (or their Guardian) that they want the referral. The client will be offered the opportunity for their carer, a support person and/or their other services to be present at a face-to-face assessment.

Upon interviewing the client the Director of Care/Coordinator (or delegate) will consider the person's holistic needs and decide if these Mercy Services will:

- provide a service;
- provide a service in collaboration with another agency(s);
- make a referral to another agency for them to assist the person;
- not provide a service;
- place the request on a waiting list for an eventual service from Mercy Services.

If services are offered to a client on a temporary basis the client must be informed of how long the service will last and be informed in a manner that is clear to the client.

Various Mercy Services programs have specific assessment tools determined by their funding source or accumulated knowledge within the program (see (C.04) Program Performance and Monitoring).

During the assessment period the Director of Care/Coordinator (or delegate) will explain the details in the Client Agreement and Service/Care Plan. Where appropriate the Director of Care/Coordinator (or delegate) will also explain and give the client documents on Advanced Care Planning and the benefit of Enduring Guardian/Power of Attorney.

At McAuley Outreach Service the assessment process is considered to be completed when:

- The assessment visits plus one occasion of service have been completed or
- There has been no response to our attempt to contact the client and the referrer has been contacted (if applicable). In this event the file is closed.

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Personal Care clients will be assessed to determine their level of care:

- i) High level – is a client who:
- requires two people to transfer using a hoist lifter, or chair/bed bound; and/or
 - requires bowel care as per the Bowel Care Safe Work Practice; and/or
 - requires a Bed Bath as they cannot roll themselves or move unassisted; and/or
 - requires limb therapy as they cannot move their limbs; and/or
 - requires assistance with showering due to a fatty apron that needs to be lifted; and/or
 - has high risk rating on client risk assessment (Appendix 2); and/or
 - scores 2 in the ONI functional profile section in relation to ability to walk, bath/shower, memory and/or behaviour.
- ii) Low level – all other types of personal care

A Community Nurse/Occupational Therapist is required for high level personal care services.

An Occupational Therapist assessment may be required when the Coordinator needs clarification of whether the client's home/equipment needs modification or when CCA tasks may need modification to suit the client's home/equipment.

4.4. Client risk assessment

Cautions

There is no evidence that says beyond doubt what factors predict client violence. This means Mercy Services workers need to be constantly vigilant for signs of frustration or aggression in clients.

Mercy Services is aware of the dangers of unnecessary, inaccurate or outdated client labelling. Mercy Services workers should be vigilant of inappropriate labelling.

A client rated as having a high risk is not automatically excluded from a service. Mercy Services will try to obtain appropriate levels of support for the client. If appropriate support cannot be found within Mercy Services, a referral can be made to an alternative agency for them to assist with part or all of the client's needs.

Risk Assessment/Management process

Client risk management follows the same Five Basic Steps as the work health and safety risk management process (*see also G.05 Risk Management Policy*):

Steps	How this applies to Client risks
1. Identify risks to client, staff and/ or other clients	<p>a) Director of Care/Coordinator (<i>or delegate</i>) identifies risks when a client is referred to Mercy Services, as needed and every year afterwards in areas such as:</p> <ol style="list-style-type: none"> 1. <i>Client (physical and emotional needs/limitations)</i> 2. <i>Client home environment, if service may be provided there</i> 3. <i>Public venues where service may be provided</i> 4. <i>Vehicles and other equipment used in service delivery</i> 5. <i>Hazardous substances used in service delivery.</i>

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	<p>b) Workers report risks when there is an incident/injury involving the client.</p> <p>c) Workers report when there is evidence of changes in the client's behaviour and/or circumstances.</p>
2. Assess risks that may result because of hazards	<p>a) Director of Care/Coordinator (<i>or delegate</i>) completes an assessment of the risk posed by the client. Appendix 1, 2 or 4 may be used for this purpose if there is a need to clarify complex circumstances/risks.</p>
3. Decide on control measures to prevent or minimise the level of the risks	<p>The Director of Care/Coordinator (<i>or delegate</i>), in consultation with those who know the client well, determines the appropriate controls – following the hierarchy of:</p> <p>a) <i>Eliminate the hazard</i></p> <p>b) <i>Minimise the risk</i></p> <ul style="list-style-type: none"> • <i>Substitute with a lesser hazard</i> • <i>Modify the work system or process</i> • <i>Isolate the hazard</i> • <i>Introduce engineering controls.</i> <p>c) <i>Institute back-up controls</i></p> <ul style="list-style-type: none"> • <i>Implement administrative controls and safe work practices</i> • <i>Require the use of personal protective equipment.</i>
4. Implement Control measures	<p>a) Director of Care/Coordinator (<i>or delegate</i>) informs others of the risk and controls</p> <p>b) Director of Care/Coordinator (<i>or delegate</i>) to train/instruct worker and take other required action</p> <p>c) Worker to implement controls as set out by Director of Care/Coordinator (<i>or delegate</i>)</p>
5. Monitor and review the effectiveness of measures	<p>a) Director of Care/Coordinator (<i>or delegate</i>) to ensure that workers follow the particular arrangements applicable to this client.</p> <p>b) Workers to give Director of Care/Coordinator (<i>or delegate</i>) information on the client's needs, behaviour and the effectiveness of interventions.</p> <p>c) Director of Care/Coordinator (<i>or delegate</i>) to regularly review assessment and Service/Care Plan or if an incident or change in circumstances necessitate a review.</p>

Responsibilities

The Chief Executive Officer (*or delegate*) via regular file audits will ensure that Director of Care/Coordinators appropriately conduct risk assessments.

The Director of Care/Coordinator (*or delegate*) is to ensure that:

- risk assessments are conducted for all clients;
- the assessment is reviewed every year or when there is a significant change in the client's situation;
- file notes, Service/Care Plans, worker rosters, run sheets, communication sheets in client's home, relevant Safe Work Practices and/or if necessary Client Risk Management Plan be used to record and communicate the control measures to be used to respond to the client's needs/issues;

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- workers assisting the client are aware of the client's issues and appropriate response (e.g. colour coding, key words, details in Service/Care Plan/Job Sheet/roster).

All workers are to:

- comply with service specifications stipulated in a client's Service/Care Plan etc.
- inform the Director of Care/Coordinator of any change (positive or negative) in the client's functioning or lifestyle that may change the assessment of client risk. If workers become aware that the Service/Care Plan and Client Risk Management Plan are unsuitable in meeting client need/risk they are to inform the Director of Care/Coordinator.

4.5 Allocation of workers

A worker is generally allocated to a client, based on:

- location of the client's home (for home based services);
- number and complexity of clients being assisted by available workers;
- the proximity of the client to other clients being seen by each worker;
- stated needs/wishes of the client;
- linguistic and cultural compatibility; and
- the worker considered best able to meet the client's needs.
- the worker's education and experience level

The allocation of the worker will be reviewed with the Coordinator (or team – if applicable) as required.

4.6 Promotion of services

As a matter of justice Mercy Services wants those who are most in need of services to be aware of their eligibility for services.

- Promotional material will be developed in consultation with the Chief Executive Officer, printed in a clear and easy to read format (and when applicable will be available in different languages relevant to Mercy Services' CALD population).
- Material will be distributed through all major health and welfare agencies in the region.
- Mercy Services will monitor who is accessing its services, and the changing needs of the target population to ensure that the services provided are relevant and are not discriminating against any particular groups.
- Additional promotional and intake processes will be trialled if special needs groups are under-represented among clients.
- This planning and evaluation process is identified in detail in the Mercy Services C.4 Program Performance and Monitoring Policy.

4.7 Changes to Service Provisions and Re-assessment/Review Policy

When a person is accepted as a client of Mercy Services, this does not mean that they will be receiving the same type or level of service indefinitely.

Sometimes the client's circumstances change so that they need less or more service or a different type of service. Sometimes the particular program's circumstances change. It is essential then that Coordinator (or delegate) informs clients that, under certain conditions, services may change and assure them that they will be consulted when this happens.

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Before and during such a reassessment/review the following requirements should be met:

- respectful attitude to client and attentive listening to what they say/how they behave;
- inform the client and, if appropriate, carers, family members or advocates about the need for the review and the change in circumstances leading to the review;
- ensure that the client etc. understands the needed changes, and agrees to them;
- inform the client of our commitment to refer them to other agencies that may be able to assist should our services not be able to satisfy their needs;
- Inform the client etc. that if they do not agree, that there is a right to appeal in line with our:
 -
 - a) (E.01) Service Guarantee Policy;
 - b) E.08) Complaints Handling policy;
 - c) (E.05) Client Participation, Decision-Making and Advocacy Policy;
- complete the reassessment and revised Service/Care Plan;
- follow the exit policy/referral to another agency policy where appropriate; and
- document the decision and its reasons in the client file.

4.8 If service is refused

If service is refused, the person who requested the service should be advised immediately giving reasons why the service will not be provided. These reasons should be consistent with entry criteria for each particular program. The Coordinator (or delegate) should make sure that the client understands the reasons for refusal and that this refusal will not affect their future access to a service.

Information should be provided on other available services and if appropriate a referral should be arranged.

Information should be provided on when, and in what circumstances the person could reapply for the service if they have declined the service or have been refused the service.

The person should be made aware of the Mercy Services (E.08) Complaints Handling policy.

4.9 Where the client is placed on a waiting list

It is very unusual for a Mercy Services program to maintain a waiting list as it can create false hope for the potential client and such lists become inaccurate very quickly. Where a waiting list is kept:

- the priority of access rating (High, Medium or Low) for the client should be recorded with their details to ensure that high priority clients are assisted first;
- the person should be advised that they are on a waiting list for a service, and if possible given an estimation of the approximate waiting time;
- information should be provided on alternative services available in the community, and a referral should be made if appropriate;
- the client should know that their case can be reviewed and that they can ask for a reassessment at any time if their circumstances change; and
- the client should be aware of Mercy Services (E.08) Complaints Handling policy.

5. KEY PERFORMANCE INDICATORS

- at least 90% positive ratings from Mercy Services clients in the biennial Satisfaction Survey; and

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- 90% satisfaction with the quality and completeness of client files found in quarterly file audits over a year.

6. EXPECTED OUTCOME

Mercy service clients are appropriate to the service we provide in order to achieve better outcomes for the client.

7. REFERENCES

- Disability Discrimination Act, 1992 (Cth)
- Sex Discrimination Act, 1984 (Cth)
- Ombudsman Act, 1974 (NSW)
- Racial Discrimination Act, 1975 (Cth)
- Anti-Discrimination Act, 1977 (NSW)
- Children and Young Person's (Care and Protection) Act, 1998 (NSW)
- Child Protection (Prohibited Employment) Act, 1998 (NSW)
- Commission for Children & Young Peoples Act, 1998 (NSW)
- Disability Inclusion Act, 2014 (NSW)
- ADHC "Standards in Action" (2012)
http://www.adhc.nsw.gov.au/__data/assets/file/0008/235970/ADHC_Standards_in_action_combined_250513.pdf
- ADHC Addendum to the Standards in action manual: Guide for services working with children and young people with disability and their families
- http://www.adhc.nsw.gov.au/__data/assets/file/0018/314406/Addendum_GuideServicesWorkingWithCYP-AH14-262062.pdf
- Addendum to the Standards in action manual: Women with Disability
- https://www.adhc.nsw.gov.au/__data/assets/file/0008/338948/addendum_standards_in_action_manual_women_with_disability.pdf
- Home Care Package Guidelines (2014)
- https://www.dss.gov.au/sites/default/files/documents/08_2014/home_care_packages_guidelines_2014.pdf
- Commonwealth Home Support Programme Manual 2015
- https://www.dss.gov.au/sites/default/files/documents/06_2015/chsp_programme_manual.pdf
- Commonwealth Home Support Programme Guidelines 2015
- https://www.dss.gov.au/sites/default/files/documents/06_2015/chsp_programme_guidelines_-_accessible_version_29_june_5pm.pdf

8. OTHER RELATED POLICIES OR PROCEDURES

- E.01 Service Guarantee
- E.03 Meeting Individual Needs
- E.08 Complaints Handling
- E.13 Cultural Awareness
- G.05 Risk Management

9. VERSION CONTROL AND CHANGE HISTORY

Version	Date Reviewed	Amendments
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1.0	3.4.18	Policy reviewed and moved to new template. Version 2 created
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