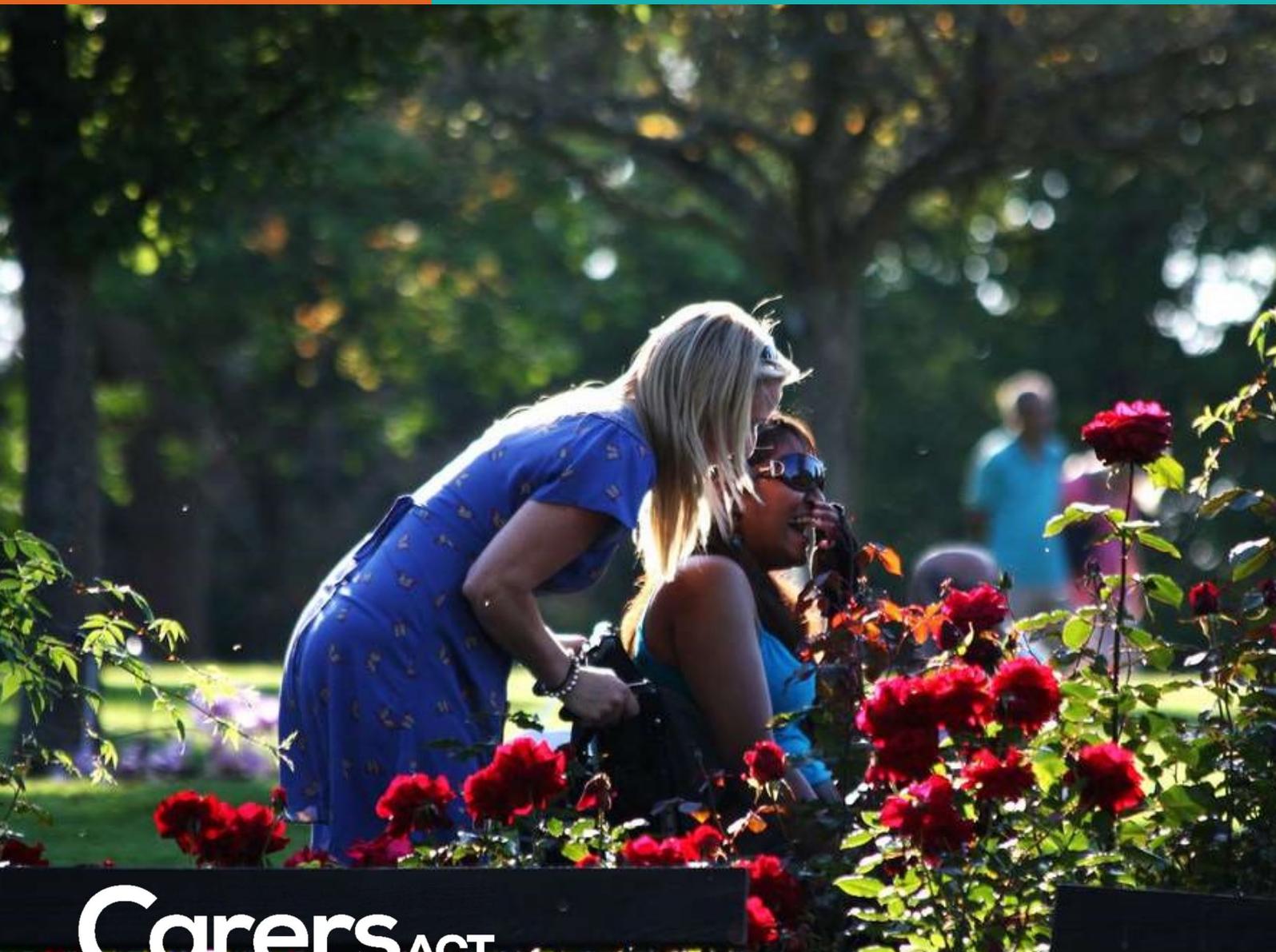


Carers ACT Disability Program

# The Hub Carer Handbook



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## About The Hub Disability Program

This program aims to enhance each person's social and life skills, to develop interests and abilities and to participate in the community.

### Who

The Independent Living Skills Program is available to people between the ages of 18 and 40 with a mild to moderate cognitive disability.

### When

The service operates Monday to Friday from 8.30am to 5pm at Carers ACT in Holt, offering both full and half day programs incorporating a range of skill development and engaging activities.

### What

The activities are interactive and adapted to the participant's abilities and interests and include activities such as growing and cooking your own ingredients, music, yoga, photography, dance, gym, walking, art and craft.

## Contact Us

Phone	1800 052 222 for bookings and information  6285 2082 to contact The Hub Disability Program directly. Use this number to speak with or enquire about participants.
Address	2/80 Bearepaire Crescent HOLT Open 8:30-5:30 Monday to Friday

## This Handbook

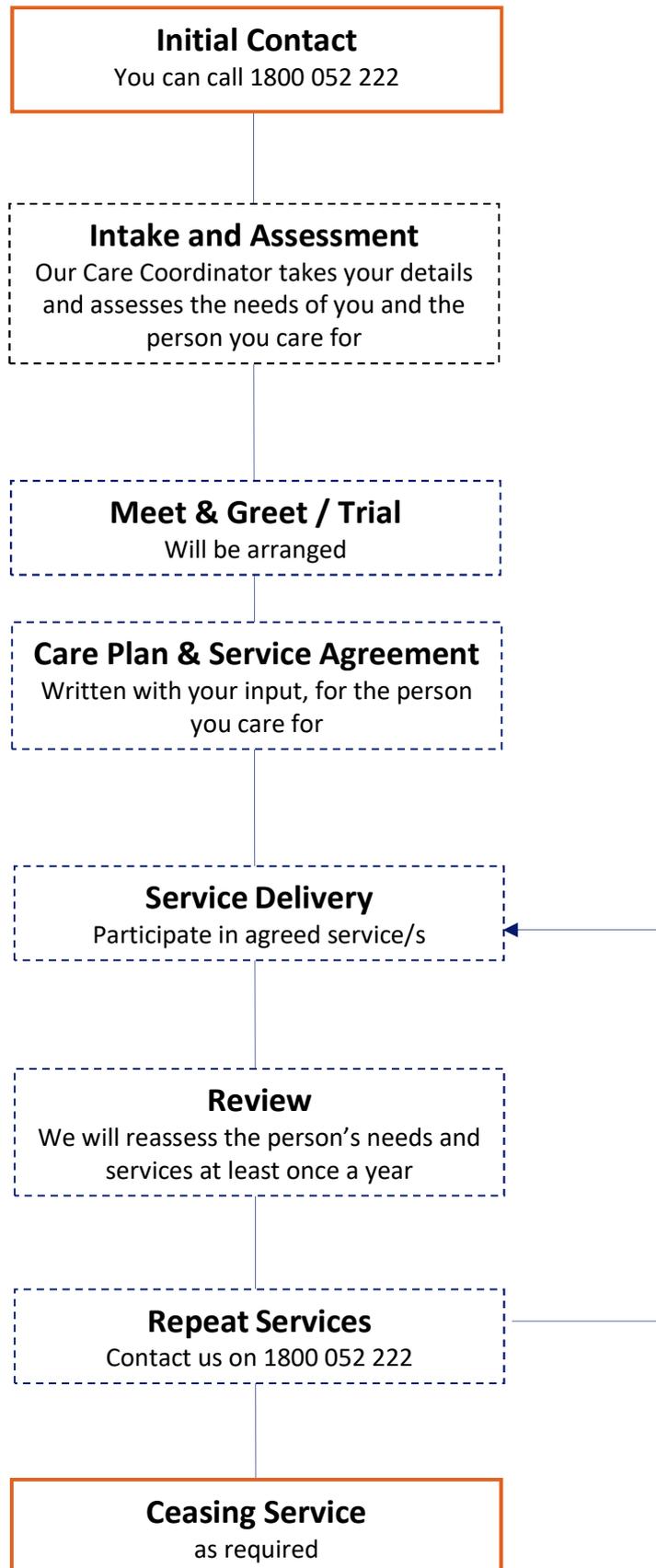
This handbook contains information for carers about The Hub Disability Program and should be read in conjunction with our [Carers ACT Client Services Policies](#).

Please note that in this handbook we use “you” to refer to you, the carer and we use “participant” or “client” to refer to the person you care for. We acknowledge that not all carers care for family members or relatives, however, the vast majority do, or consider their cared for person as a member of the family.

The registration process described in this handbook refers to a non-urgent situation. In the case of emergency, we will put services in place with whatever information we are able to obtain. We recommend all carers have an emergency care plan so that in the event of an emergency this can be referred to when services are put in place. An emergency care plan form is available on our website.

This handbook is also available in Easy Read format. [Download it from our website](#), or contact us to receive by email.

## Carer Support Process for The Hub



## Initial Contact & Bookings

All requests for bookings at The Hub Disability Program are through 1800 052 222.

### What happens when you first contact us

To use the The Hub Disability Program, or any of our services, you will need to register with us. We can take registrations over the phone (takes about 40 minutes) or send you a form to complete (forms also available on our website).

To enable us to assess your needs and identify which of our services might be suitable for you we ask for information about both you and participants, including

- Address and contact details
- Relationship to the cared for person and hours spent caring
- Health conditions and support needs for you and participants

We also assess your eligibility to access our services and fee subsidies (see [Eligibility & Fees](#)).

### Meet & Greet

For many people who are accessing The Hub Disability Program for the first time, it can be a worrying time. To help you decide if The Hub Disability Program is right for you, we believe it is important that you and participants, visit The Hub, meet our staff and see what we do. So, before we book attendance dates we will invite you, participants and any other family members or friends to come and meet with us. We will show you around and explain how our service operates.

### Bookings

Once you are feeling comfortable and ready to proceed, we will make a booking for participants to join The Hub Disability Program.

### Service Agreements

A Service Agreement is a document required by the NDIS. It sets out the agreement we have made with you, about the service we will provide to your participant.

It includes the agreed service to be provided and how much, as well as containing information about making complaints or ceasing service.

Read more about service agreements [here](#).

## Care Plan & Review

If it is the first time you are using The Hub Disability Program, we will need to develop a Care Plan. We spend time talking with you and the participant about their care needs, interests and preferences. We record this information so that our staff can get to know the person they are caring for and we use this information to provide individualised care. We also ask you how we can help support participants to increase their independence and meet their goals.

### Review

We consider the Care Plan is a living document that changes as care needs change. The Care Plan is reviewed when needed or at minimum every 12 months.

## Keep Us Updated

It's important that you keep us up to date with what's happening in the person's life. This helps us to best support them to meet their changing needs.

What affects each person is different, but these are some things it's good to update us about:

- Change in living arrangements
  - An extended period in respite
  - Someone has moved in or out
  - New home
- Change in relationships or key people
  - A relationship breakdown (note, we don't need details, just to know there's a change)
  - New support worker
- Health or wellbeing issue for the person or their immediate family
  - A medication change for them
  - A parent having chronic illness
  - A grandparent having an emergency or extended hospital stay

Rest assured that this information will remain confidential, and will be used only to support the person.

## Guardianship

Carers ACT recognise your rights as a legal guardian.

You are responsible for supplying us with a copy of the guardianship order for each person you care for, and ensuring they are updated as required. We are not able to recognise guardianship without this evidence. This may affect decision making, consent and planning for the person. We will only recognise guardianship for the issues identified in the order – medication, legal, finances and so on.

### Read more about

Please see your **Carers ACT Client Service Policies**, to read more about:

- Client Rights and Responsibilities
- Access to services
- Intake and Assessment
- Assisting Carers to have a break
- Attendance at group activities
- Fees and Donations
- Using an Advocate
- Feedback and Complaints
- Health and Wellbeing
- Privacy and Confidentiality
- Guardianship
- Health and Wellbeing
- Privacy & Confidentiality
- Ceasing Service

For your copy of this handbook please download from our website, or [contact us](#)

## Health and Wellbeing

Carers ACT Client Service Policies provide information on:

- Injuries and Incidents
- Infection Control and Infectious Diseases

For your copy of these policies please download from our [website](#), or [contact us](#)

### Medication

Participants may need to take medications while attending The Hub Disability Program.

We will ensure that Carers ACT staff are trained to assist with self-administration of medications where necessary. Carers ACT staff are not medically trained, and staff can only:

- prompt and assist participants to take medications, not administer them
- check how many medications are given, not recognition of which
- dispense medications from the Webster Pak as provided, and
- keep records of medication given.

If you have any question about medication, you can speak to our staff.

### Your Responsibilities in Relation to Medications

We ask that you:

- provide us with all relevant medication information
- inform us of legal guardianship responsibilities for medication
- provide medications (including prescription medication, over the counter medication, herbal therapies and natural therapies) in pharmacist packed [Webster Paks](#)
- Provide pharmacist signing sheet with the [Webster Paks](#)
- Provide creams and ointments, labelled and authorised by the prescribing doctor

Upon arrival, please ensure that you give our staff ALL the medication and any relevant information or instructions. Staff will sign in the medication and lock it away in the office.

### If you bring medications or supplements not in a Webster Pak

If a participant comes to The Hub with medication not packed in the Webster Pak, we are unable to give it to them.

We will:

- when possible, ask you to take it home
- if not, it will be locked up with the other medications
- you will be given the option of visiting to dispense it

## If you bring medications without a Pharmacist signing sheet

We are unable to give medications without a signing sheet from the pharmacist who dispensed the Webster Pak. In this case we will:

- when possible, ask you to call the pharmacist to arrange the form
- if not, it will be locked up with the other medications
- you will be given the option of visiting to dispense it

## Self-Administration:

Carers ACT staff are not able to administer medication, so if the participant is unable to self-administer, you will need to arrange support for them at each scheduled dose.

## Refusal of Medications and Medical Interventions:

Participants have the right to refuse prescribed and other medications. They also have the right to refuse medical interventions such as first aid or emergency services.

Clients who are their own guardians have the right to provide informed consent over these decisions.

Where guardianship is in place in this area, consent must come from the guardian.

When a client refuses medication or medical intervention while at The Hub Disability Program, staff may follow these steps:

- contact you for advice, or to visit and provide support
- in the case of medication refusal:
  - contact the person's GP or pharmacy for advice
  - administer first aid or call emergency services as required
- notify and discuss with their supervisor
- contact you for the person to be taken home, if necessary
- record all steps taken in the client notes

Medication dispensed from the Webster Pak and consequently refused, will be disposed of safely.

### S8 Medications

We are unable to assist with [S8 medications](#).

If participants need to take S8 medications while attending a Carers ACT program, you will need to:

- request the pharmacist packs them separately to other medications
- attend, or arrange a trusted person to attend to administer them **each time** necessary

### Storage of Medication:

Carers ACT recognise the need for safe storage of medication, and at The Hub Disability Program we will:

- lock all medication away at all times, to meet legislation
- keep medications that require refrigeration in a separate fridge. This fridge will be:
  - temperature controlled
  - audited daily
  - in a locked area
  - with medications kept in accordance with the instruction on the labelling displayed on the container
- return home all unused medications after each service, regardless of regular bookings
- safely destroy any medications left at The Hub Disability Program

### Other Medical Information

#### Medical Management Plans:

Where a client has additional medical needs such as Epilepsy, Diabetes, Asthma, or Allergies with risk of Anaphylaxis, we will need to assess the client care needs and may require a medical management plan from the Doctor so that we can manage this condition when at The Hub Disability Program.

### Safety at The Hub Disability Program

The safety of participants is very important. Our staff make regular safety checks of The Hub Disability Program and ensure that The Hub Disability Program is well maintained. We also have a safety professional complete an annual safety check and we arrange for all electrical goods to be tested and tagged.

Our fire equipment, including smoke alarms, is checked and tested regularly and our staff are trained in emergency procedures and practise evacuations or fire drills from time to time. Our Easy Read

Participant Handbook contains information you might like to share with your participant, to ready them for this practice.

Despite our vigilance, it is possible that you might notice something of concern, and we ask that you let us know so that we can fix it.

## **Smoking**

There is no smoking in or near The Hub Disability Program including verandas.

Smokers must move away from the buildings to smoke. We are unable to accompany them to smoke, so they will need support from another trusted person if they wish to smoke.

Clients who want to quit smoking will be encouraged and supported by our staff. We recommend clients visit the [QuitNow](#) website for information.

## When Things Go Wrong

### No Show

Occasionally a client may not arrive at The Hub Disability Program despite being booked in. Hopefully this is just an error or oversight, but we need to make sure nothing has gone wrong. If this happens, our staff will:

- report the situation to their supervisor
- attempt to contact you via all known contact numbers, up to 3 separate times
- attempt to contact the emergency contact person
- where there is no response the police may be called to make a welfare check
- note all actions on the client file

### Illness while attending The Hub Disability Program

We request that clients do not attend when sick (e.g. with colds, flu or stomach bugs). If a client attending The Hub Disability Program becomes unwell, we may follow these steps:

- contact you and arrange for your participant to return home to avoid the spread of illness
- help arrange transport if required
- call an ambulance, if required.

### Participant goes missing

Rarely, a participant might go missing from our program. This may be at The Hub, or in the community. If this happens, staff will follow a procedure that includes:

- doing a search of the area
- contacting you or the participant's emergency contact person
- reporting the person missing to their supervisor and other relevant people
- Police may be called, if the supervisor thinks it's necessary

### Hospital Transfer

If a client attending The Hub Disability Program has a medical incident that requires an ambulance to be called and transfer to hospital, the following will happen:

- you (carer / guardian) will be notified
- supervisor will be notified
- an information sheet and medication details, will be given to paramedics

- all actions taken will be noted on the client file

## **Death at The Hub Disability Program**

It is possible that a person might die during their attendance at The Hub Disability Program. If this happens, staff will ensure that the situation is handled with dignity and that your wellbeing and that of other clients is considered.

If a client dies while at The Hub Disability Program, Carers ACT will:

- call for ambulance and police attendance – a doctor is required to attend
- perform emergency first aid and CPR
- contact a supervisor
- contact you (carer / guardian)
- ensure other clients are kept away and kept calm
- offer you and clients other supports such as access to counselling

## **Death of a Carer**

It is also possible that a carer might die whilst their family member is attending The Hub Disability Program. If this happens, we will assist with care and support of participants. We may be able to help by:

- arranging for care for in their home or other replacement care
- carer counselling
- other emergency support identified at the time.

## **Abuse, Injury or Neglect**

Abuse is any form of harm or injury, or threats of harm to a person. Neglect is the failure to care for a person. Neglect may be unintentional, or intentional. In either case, our staff must act if they suspect any form of abuse or neglect is taking place to you or the person you care for.

Staff will follow a set procedure, including gathering more information and reporting to their supervisor. The decision to take a report further is made at our executive level.

## Service Delivery

### Our Staff

Our staff are experienced and qualified in disability service delivery. We provide regular professional development opportunities for staff, ensuring their knowledge and skills are kept up to date. We also conduct background checks such as Working with Vulnerable People on all staff and volunteers.

We have both male and female staff.

### Our Program

Download the [Program Timetable](#)

The Independent Living Skills Program includes interactive activities and is adapted to the participant's abilities and interests. It includes pre-planned activities such as growing and cooking your own ingredients, music, yoga, photography, dance, gym, walking, art and craft. There is also the opportunity for participants to select other activities according to their interests, needs and abilities.

### Activities and Outings

Our daily program provides a framework for our program, but participants are asked for input into activities and outings included.

### Relief Staff

Note that relief staff have a set program for the day, to be used if there are no Carers ACT staff present. They have a limited number of options for activities, to reduce stress for both staff and participants.

### Nut Free

**The Hub is strictly nut free.**

Please ask The Hub's supervisor for a copy of our Nut Warning System and refer to it. This warning system applies to all who attend The Hub

At least one of our current participants is anaphylactic to nuts.

This means that nuts may be fatal to them, whether they have eaten the nuts, or just been near them, or to someone eating them.

All food brought into the disability program must be free from all nuts.

If a participant brings in a food containing nuts, the following process will be followed:

- The food will be thrown away
- A replacement lunch may be offered, in this case you will be contacted
- We will give you and the participant a reminder of our rules
- We may need to suspend service, or send the participant home, if nuts are sent in repeatedly

## Meal Times

Everyone at The Hub Disability Program is encouraged and supported to participate in meal times as independently as possible. We promote respect for them by ensuring any supports necessary are discreet, and mealtimes are relaxed social occasions.

We encourage participants to eat healthy foods they have prepared themselves. We can provide support for participants to prepare simple meals at The Hub, please discuss with us.

## Cooking at The Hub

We do cook as a regular activity at The Hub.

In planning and preparing meals to cook, we accommodate client preferences and dietary requirements, and may have meals that are cultural specialities of staff or clients.

We support informed decisions for healthy eating by:

- Teaching participants about nutrition, healthy eating guidelines and portion sizes
- Cooking healthy recipes and limiting tasting to 2 tablespoons per person (not spoiling their appetite for dinner)

## Personal Care

Our staff will provide help or can stand by for assistance as needed, during tasks such as:

- Toileting
- Washing hands
- Dressing

They will also support in a way that respects the person's privacy and dignity, and offer individual choice of when and if personal care will be done.

## Appointments

If you have arranged for participants to attend an appointment it is important that you tell us who will be taking them and give us the contact details as well as letting us know when / if they will return.

## Challenging Behaviour

We see that most 'challenging behaviour' is a form of communication. Participants are trying to tell us something about how they feel, or what they need or want. If a participant has 'challenging behaviours', we will:

- Ensure everyone is safe
- Consider what the person might be trying to communicate
- Communicate with you as required
- Keep records to try to identify patterns and triggers
- We will also trial alternate supports and processes
- We may also request a formal Behaviour Management Plan (usually created by a psychologist familiar with the person you care for)

## Communication Aids

We welcome the use of suitable communication aids with each participant. Please let us know which communication aids your participant prefers and how we can best use them.

## Staff / Client Relationships

Working in the human services, it can be common for staff and clients (both carers and participants) to become fond of each other. Carers ACT is a service provider, and we expect our staff to remain professional at all times. This can include:

- Avoiding developing a personal relationship, including on social media (Facebook etc)
- Avoiding personal gain – so we ask them not to purchase products or services from you
- Never sharing personal contact information such as their mobile number, or highly sensitive personal information
- Not accepting gifts, or passing gifts received on to their supervisor

We appreciate your support in respecting these boundaries.

## Protective Behaviours and SoSAFE!

Many of our staff are trained in the SoSAFE! Program and we use it for all participants at The Hub. SoSAFE! is designed to educate people with moderate to severe intellectual disabilities, and autism, in protective behaviours and understanding appropriate relationships.

Read more on [SoSAFE!](#), or ask our staff.

## Eligibility & Fees

We operate The Hub Disability Program to enable carers of people with disabilities to have a short break. The Hub Disability Program is a low care needs service.

The Independent Living Skills Program is available to people between the ages of 18 and 40 with a mild to moderate cognitive disability.

Fees apply; however, they are dependent on the individual's NDIS plan. Please contact our advisory staff on 1800 272 624 for an individual assessment. If the individual is not in receipt of an NDIS plan, please call our advisers to enquire about possible options.

### Fees for clients accessing under NDIS

Our fees are based on the current NDIS Price Guide and each individual's plan. Fees will be discussed with you, and included in the Service Agreement.

[Current NDIS Price Guides](#)

### What if they don't have NDIS?

If participants don't meet the criteria above, they may still be eligible to stay using funding from:

- Carer Respite funding accessed through Carers ACT
- you may be able to pay privately

Please [contact us](#) to discuss. Our fees are based on the NDIS Price Guide and will be provided after discussion with you.

### GST

The fees above do not include GST and in most cases GST will not apply. GST will be applied in accordance with section 38-B of the GST Act. Services provided under NDIS are GST free. GST will be added to fees in business to business transactions related to Home Care Packages.

### Changes to fees

Fees will increase in line with changes to the NDIS Price Guide, usually each June / July.

### Cancellations

Please let us know as soon as possible if the person you care for is unwell and not attending. We generally do not charge in this situation.

If the person is planning to take time away from the program, ie: for a holiday or medical procedure etc, please let us know as soon as possible.

Cancellations with 48 hours' notice or more before start time will result in no charge. Cancellations within 24 hours will incur a cost of \$10 per hour of service booked. This enables us to cover the cost of running the program, including staff.

## **Paying Your Bill**

We will either:

- Claim directly from the NDIS, or
- Send an invoice every fortnight to you or the Plan Manager.

We expect payment within 2 weeks. Unpaid fees may mean that we cancel your participant's booking. Please contact us as soon as possible if you are having problems paying.

## Ceasing Service

We recognise that care needs change, and you may no longer require the support provided at The Hub Disability Program. If we're no longer able to meet your needs, we will work with you to transition to other support, if desired.

We ask that you give us 2 weeks notice that your participant will be leaving our service.

You are welcome to use our services in the future. If you would like to discuss a possible transition, contact the supervisor or manager for the service you use, or [Contact Us](#)

## Carers ACT Services

Carers ACT has a wide range of services available to carers of all ages, and the people they care for.

Services include:

- Information and linkage
- Services that assist carers to have a break
- Counselling, support groups, workshops and social activities
- NDIS Support Coordination
- Advocacy for carers
- Support for young carers; mental health carers and Aboriginal and Torres Strait Islander carers
- Living skills and community access program for people with disabilities

To find out more about any of our services, please visit our website or [Contact Us](#) on 1800 052 222

## Definitions

care plan	Created, based on the information we get from you, the Care Plan helps our staff to best support and meet the needs of the person during their stay at The Hub Disability Program
eligibility	The conditions you need to meet to use our services. Usually determined by our funding agreements.
fee schedule	Document explaining costs of using The Hub Disability Program. Provided to you at intake, and available on our <a href="#">website</a>
intake and assessment	When you first contact us, we will ask questions to decide if you are eligible for our services. We will also ask questions to assess what your needs are.
medical intervention	Any form of medical care, including first aid, doctor or emergency services.
medical management plan	<p>Completed by the GP, a Medical Management Plan is used for diagnosed conditions including:</p> <ul style="list-style-type: none"> <li>• Allergy and anaphylaxis</li> <li>• Asthma</li> <li>• Diabetes</li> <li>• Epilepsy, etc</li> </ul> <p>The plan will contain information to help staff support the person if needed.</p>

## meet & greet

When you and your family member visit The Hub Disability Program for the first time. This gives us all a chance to see if our service is a good fit for the person.

## NDIS

[National Disability Insurance Scheme](#) is a government program designed to help people with disabilities under 65 to access supports to live an ordinary life. NDIS funding may be able to pay for a stay at The Hub Disability Program.

## personal care

Having someone else help with personal hygiene – cleaning yourself, toileting, dressing and so on

## S8 medications

A [government](#) term for a group of drugs also known as “drugs of addiction”. These medications require specific authority to be prescribed. Staff at The Hub Disability Program are unable to assist with S8 medications due to associated legislation. Also known as “Schedule 8”

## webster pak

[Webster Pak](#) are provided by most pharmacies for a small fee. The Webster Pak contains all the medications a person takes, packed by the pharmacist into the required doses, at the correct times. Use of Webster Paks make taking medications while at The Hub Disability Program much safer