

PARTICIPANT BOOK



(02)61130692

OR

0478 578 804



services@kapitalcare.com.au

PC

Easy Read by Provider Confidence



We are Kapital Care.

Please read this book carefully.



It tells you

- about our services.
- how to work with us.

You will learn about



- your rights
- what you should expect
from us

We help



- older people.



- support mental health.



- support people with disabilities.

We help with



- life and personal skills.



- housework.



- personal care.



- 24-hour accommodation.



- finding work or
volunteering



- emergencies and sudden help.



- social support.



- overnight support.

We value



- respect.



- care.



- teamwork.



- integrity.



- empowerment.



- we do not treat people unfairly because of who they are.

We will



Plan services for you.



Make sure services fit your long-term needs.



Always be professional and fair.



Always be respectful and
honest with you.



Work to keep you safe and
healthy.



Support you and your family to
make choices about your care.



Have qualified workers.



Listen to what you say about our care.



Help you be as independent as possible.



Respect who you are, including your culture and beliefs.



Keep your information private.



Follow safety rules.



Will come at the planned time
and date.



Ask you how we're doing.

You will



Be kind and fair to our workers.



Tell us if you won't be home.

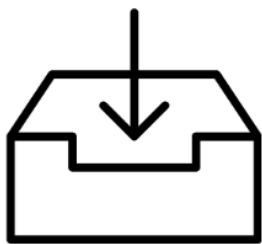
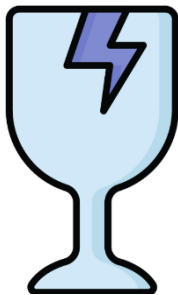


Keep your home smoke-free
and safe for everyone.



Let us use your

- water
- power
- and equipment.



Put away valuable or breakable things.



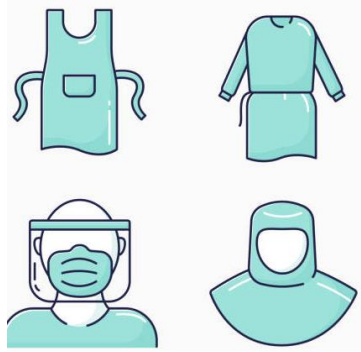
Check your home for safety.



Put pets (except for guide dogs) in a safe place.



Tell us if you're sick or feel bad.



If you are sick, we might wear special safe clothes.

In your care plan we



Look at what help you need.



Write down your care details.



Make a care plan with you.



We will keep your care neat and planned



We use every help to care for you.



We find and fix any care problems.

Our Service Agreement



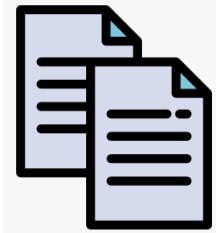
Explains how we work together.



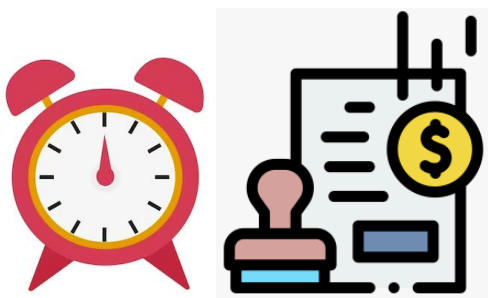
When you sign it, you agree to our terms.



It says the cost of our services.



You will get a copy of the agreement.



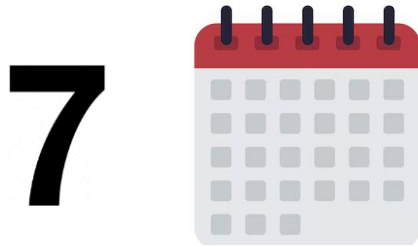
The cost depends on your

- needs
- time we spend with you
- you pay for the help after we finish.



We send a bill for the services.

The bill includes any extra fees.



You need to pay the bill in seven days.



If not paid on time, we may stop services.



If you can't pay on time, please call us.



You can pay by

- bank
- cheque
- or another way.

If you need different help



Tell us.



Changes need to be okayed
before we start.



We can change the cost.



We will talk about any new costs
with you first.

If you go to hospital



Tell us.



We can pause your service.



We may look at your care plan
again before starting.



This helps us care for you well.

If things change



Tell us 72 hours before if you won't be there.



You can

- Call us to tell us
- You can leave a message if we do not answer

We can change the time we see you.

If we need to change



We will tell you if we need to make changes.



Our workers might be late
sometimes.



Workers may be late if there was
an emergency.



Or if there was lots of traffic.



We will call you if they are late.



You can choose to change or not
have the service.

In an emergency



We see if you need quick help.

If unsure, our office asks for help.



The worker may call 000.



If things look bad, we may call police.

We have insurance



Insurance helps pay when bad things happen.



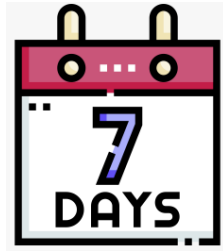
Like accidents.



Tell us within 24 hours if problems happen.



We will send a form for you to do.



The form should come back in seven (7) days.



We might fix or replace broken things.



We decide how to fix or replace.



We do not cover

- small accidents under AU\$80.
- money.
- jewellery
- special items.



- lost keys unless our worker lost them.



The most we'll cover for property damage is AU\$200.



We do not cover usual cleaning wear which happens slowly over time.



We cannot fix old damages.
We can only fix with tools we may have.



We are not responsible for
health issues we can not treat.



if you refuse our help and
something happens, it's not our
responsibility.



Your Information

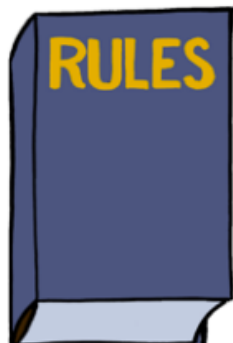
We only keep information that
helps us care for you.

We keep your information
secret.



Law keeps your privacy safe.

Your privacy is protected by law.



We follow Australia's privacy
law.



We won't share your

- money

or

- health details

without asking you.



You can

- Look at your own information.
- Unless the law says no.

If you're not happy with our service

please call us at

- (02) 61130692



or

- 0478 578 804

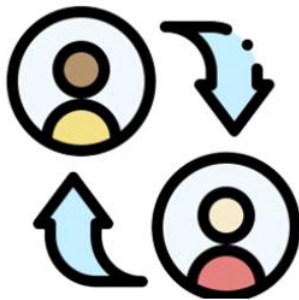


You can email us

services@kapitalcare.com.au



We will talk about how we can support you better.



We might need to change your worker.



If there are other problems,
We will find a solution together.



You may like to speak to someone else who can help. The NDIS Quality and Safety Commission can help. You can call them for free 1800 035 544



or

send an email contactcentre@ndiscommission.gov.au



TTY 133 677