



# PARTICIPANT HANDBOOK

**To contact Kapital Care**

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# KAPITAL CARE PARTICIPANT HANDBOOK

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## OVERVIEW

Welcome to Kapital Care. Our service is about providing excellence in family style care for those requiring aged care, mental health or disability supports. We are proud of our services and the difference we are making to the lives of people in Canberra and the surrounds.

Kapital Care is committed to meeting our obligations as a community care provider and to promoting a healthy and safe workplace for everyone. We are confident that you share our commitment, and we ask that you carefully read the contents of this handbook and ensure that you comply with all relevant information.

The Participant Handbook sets out information on Kapital Care's services and is intended for use by our participants. It covers our policy on matters relating to service delivery including rights and responsibilities, expected service standards and engagement with Kapital Care.

## WHO WE ARE

Mel and Gail started the company in June 2015 after working in the industry for over 20 years. Mel and Gail started the company through their lived experience of having children with complex disabilities and caring for their frail aged grandparents; they wanted to provide a family caring style agency that empowers the person to live a healthy and fulfilling life.

Our service is about providing excellence in a person-centred model for those requiring aged care, mental health or disability supports. We are proud of our services and the difference we are making to the lives of people in Canberra and the surrounds.

Kapital Care is committed to meeting our obligations as a community care provider and to promoting a healthy and safe workplace for everyone. We are confident that you share our commitment, and we ask that you carefully read the contents of this handbook and ensure that you comply with all relevant information.

Kapital Care offers in home and community-based support services to the frail and aged, people with disabilities and to those who desire to learn daily living skills for independent living. We specialise in personalising packages to suit the needs of individuals.

Our services include:

- Home and community care
- Respite
- Sleepovers
- 24 hour supported accommodation
- Life and personal skills development
- Domestic assistance

- Personal care
- Social support
- Supported employment and Volunteer Engagement
- Emergency on-call to accommodate last-minute requests for assistance
- A suite of services under the National Disability Insurance Scheme (NDIS).

Our staff are trained and qualified and they are front line support for our company.

We also offer non-clinical community support to people with severe and persistent mental illness and respite services for those caring for someone with a mental illness or an intellectual disability. We pride ourselves on being locals caring for locals.

## OUR VALUES

We are committed to excellence in providing compassionate, personalised care. Our commitment is demonstrated through the values embraced in our work:

**RESPECT:** We believe that all people should be treated with consideration and dignity.

**CARING:** We are committed to providing support with empathy and compassion.

**TEAMWORK:** We are about building effective relationships between staff, participants with their families and carers and seek opportunities to form alliances with others in the community.

**INTREGRITY:** We are committed to act in an ethical, honest manner.

**EMPOWERMENT:** We realise individual strengths that promote personal and community transformation.

These commitments are responded to by our participants when provide feedback during our annual survey. Kapital Care through our continuous improvement process, sends an email with a link to carers and stake holders to gauge their feedback and /or comment about the support we provide.

## PRINCIPLE OF EQUALITY

Kapital Care is committed to providing equal opportunities and to not discriminate based on an individual's attributes, including disability; age; gender; life choice; marital or relationship status; family responsibility; race, religion, ethnic or ethno-religious background, descent or national identity; sexual orientation and/or gender identity; political or other affiliation or belief, or any other characteristic.

We are confident that you—the participant, your family and/or advocate, share our commitment. Together, we will not tolerate or display any unlawful discriminatory act or attitude in our dealings with each other.

## MANAGING PARTNERSHIPS—RIGHTS AND RESPONSIBILITIES

Kapital Care is committed to upholding the highest professional standards and exhibiting fair and ethical treatment of our participants at all times. Our approach is compliant with the National Standards for Disability Services and the practice standards of the NDIS Quality & Safeguards Commission.

Meeting the requirements of our participants is critical to delivering high quality, professional services. Our employees will be attuned to your welfare and support your best interests at all times.

As a participant of Kapital Care, you can rest assured that we will:

- Provide a support worker to your residence from the agreed commencement time, on the agreed date, for the agreed duration of services.
- Maintain respectful, professional relationships with you, conducting ourselves with honesty and integrity in all actions.
- Exercise care and sound judgment at all times when carrying out our work.
- Support, encourage and foster your independence. Our support workers will assist you to achieve maximum independence in your daily living activities by encouraging you to do what you can, for yourself.
- Actively involve you—the participant, your family and/or your advocate, to participate in decisions that affect your life, and be enabled to exercise choice and control over lifestyle where you are able.
- Treat you with respect, dignity and courtesy, and in a way that is sensitive to your cultural, religious and linguistic background, lifestyle choices and any other preferences.
- Respect your privacy and treat your personal information confidentially.
- Ensure you understand the service agreement with Kapital Care and can ask any questions and clarify information. We will engage you at the earliest opportunity to discuss any changes to your service agreement and seek the same commitment from you.
- Work in partnership with you to provide the highest quality care.

As a participant of Kapital Care, we ask that you:

- Treat our employees fairly and respectfully at all times.
- Let Kapital Care know if you are not going to be home when we are due to visit.
- Provide a smoke-free environment, and not subject our employees to racial, physical, sexual and/or emotional abuse of any kind.
- Move pets away from where the worker will carry out their tasks, with the exception of service dogs.

- Agree to address any hazards or work health and safety problems identified in your home through our Home-based Risk Assessment.
- Provide access to equipment, hot and cold water, and electricity as required to provide the service.
- Secure or remove any fragile or breakable items, jewellery, money, antiques, or items of value prior to the commencement of service.
- Provide cleaning equipment and or chemicals that you approve, food and materials required to provide the service unless other arrangements have been made with us. All cleaning equipment provided by you should be safe, clearly labelled and in working order.
- Not hire, use or employ any support worker introduced to you by Kapital Care either during or after termination of the service, either privately or via a business other than Kapital Care, for a period of 12 months.

## A SAFE ENVIRONMENT FOR EVERYONE

In most instances, Kapital Care will be providing services within your home. We consider your home as the 'workplace' for our employees and have a duty of care under the *Work Health and Safety Act 2011* to manage risk appropriately.

### Home

Where possible, prior to providing the first service in your home, we will conduct a Home-based Risk Assessment to identify any immediate matters to be addressed. We will work with you, your family and/or advocate to develop an appropriate safety plan to ensure the safety of our employees. This may include moving any heavy items, such as a washing machine, cabinet or large piece of furniture, which may impede access within your home. Any pets that may impede the provision of service or that pose a safety risk to our employees will also need to secure or relocate prior to our arrival at your home.

### Illness

We also request that you let us know if you have been diagnosed with any short-term infectious illness, if you are feeling unwell, or cannot do things in the usual way on the day of service. This will help us deliver the right service to you, as well as ensuring our employees can take reasonable precautions and action to minimise risk to their own health and safety. This might include wearing additional protective equipment or as appropriate, supporting you to contact other service providers (such as medical assistance) and temporarily changing the service delivery date.

### WHS

We ask that you acknowledge your obligation under work health and safety laws not to expose Kapital Care's employees to unreasonable safety risks. In turn, our employees

have been trained to understand their obligations and take reasonable care for their own health and safety, and that of our valuable participants.

We are absolutely committed to working with you to manage safety for both you and our support workers.

## **CASE MANAGEMENT**

At Kapital Care, our approach to case management is about coordinating services so they are individually planned and arranged for participants and families whose needs may be lifelong. This helps to avoid duplication and provision of unnecessary services.

Our Case Manager will serve as an advocate and coordinator of care for you, involving collaboration with you, family, friends, informal supports, and health care and social service providers.

In our care plans, you can rest assured that we will:

- Evaluate your social, environmental, service, and support needs.
- Develop an individualised, written care plan and detail all services to be provided if required. This will be a short form in some cases.
- Coordinate the delivery of care, eliminate fragmentation of services, and assure the appropriate use of resources.
- Incorporate both formal and informal (if available) services to assist you to achieve optimum function.
- Identify problems and coordinate services that provide appropriate high-quality care to meet your individualised needs, no matter how complex.

## SERVICE AGREEMENT

When appropriate, Kapital Care will work collaboratively and sensitively with you to develop a care plan to meet your requirements. We will also provide a Service Agreement (contract) for signature by you—the participant and/or your authorised representative such as family and/or advocate. The Service Agreement must be returned to us before we can start providing you with services. You will be given a copy of the service agreement to keep.

The Service Agreement sets out the terms and conditions on the use of Kapital Care's services. By signing this document, you are agreeing to the Terms and Conditions detailed in the contract. You will also be provided with the Kapital Care Participant Handbook.

The Service Agreement includes the price for services based on your requirements and our estimate of how long it will take to provide home care services. A degree of flexibility may be required in the amount of work the support worker can reasonably complete within the agreed duration.

Kapital Care agrees to provide home care services to you at an address specified and you agree to pay Kapital Care a service fee as confirmed verbally or in writing at the time of booking. A booking may be made either in person, by telephone or email.

Kapital Care agrees to provide the service honestly and in a prompt and professional manner with care and skill.

Kapital Care agrees to supply a support worker who will be present at your residence at the agreed commencement time, on the agreed date and for the agreed duration.

## MAKING CHANGES TO YOUR AGREEMENT

Any alterations to the service must be notified and agreed with Kapital Care prior to the commencement of the service. In the event that you require alterations to the time the service is carried out, you must contact Kapital Care's Office at the earliest opportunity.

We ask that you not request changes from the support worker attending the service.

We will work with you to accommodate any ongoing or temporary request for changes to your Service Agreement but ask that you provide as much notice as possible. This will assist us in determining whether we can meet your request at this time, and with the support worker of your preference. Should you feel that your service requires variation or is not entirely meeting your needs, please contact Kapital Care's Office. We can discuss our full range of services and other supports which may better support you to live independently.

In the event that you are admitted to hospital, your service can be put on hold by contacting Kapital Care's Office. Depending on the duration and/or nature of your admission, we may need to reassess your care plan prior to recommencing the service. This is to ensure we can continue to provide a service tailored to your ongoing needs.

## **CHANGES INITIATED BY KAPITAL CARE**

Kapital Care reserves the right to amend an initial quotation, should your original requirements change. Any difference will be discussed and agreed with you prior to the booking being made.

Situations may also arise where we are unable to provide your service on the nominated day or time. We will contact you to advise of any necessary adjustment. If at any time it becomes necessary for us to make permanent changes to the day or time of your service, our Office will discuss the matter with you and provide as much notice as possible.

We ask that you provide Kapital Care with as much information as possible to best support your needs over time, including timely advice on any amendments needed to the service.

Circumstances may also arise where we need to reassess your service because your usual support worker is no longer able to assist you, or where the risks posed by any behavioural management problems and/or medical or physical requirements cannot be adequately managed by us. We will engage with you at the earliest opportunity and work together to identify whether an alternative arrangement can be accommodated by Kapital Care (such as by providing a different support worker) or by referring you to other community services and supporting your transition.

## **SERVICING MULTIPLE MEMBERS OF A HOUSEHOLD**

The agreed service is based on providing specific duties to you as an individual, agreed either verbally or in writing at the time of booking. If there are other members of your household also requiring services, we ask that you contact Kapital Care's Office to arrange an assessment of their needs and development of an appropriate care plan relevant to the appropriate funding.

## **PAYMENT TERMS**

At the time of booking a service, the service fee will be agreed upon between you and Kapital Care. You, or your authorised person as notified to Kapital Care, will be sent an

invoice for the total amount owed for services received, including any fees for services cancelled with insufficient notice.

The service fee must be paid within seven days from receipt of the invoice. If the payment is not made within this time, we reserve the right to suspend services until payment is received. If you are unable to make payment within this time, you must contact Kapital Care immediately.

Payment can be made via direct deposit, cheque or other agreed payment method.

## CANCELLING YOUR SERVICE

You should provide Kapital Care with at least 72 hours' notice if you will be unavailable on the day of your agreed service. We ask that you contact Kapital Care's Office and speak to a member of staff, or if after hours, leave a message. We will work with you to reschedule the service as far as practicably possible.

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## RESCHEDULING

Due to the nature of our services, there may be times when a worker is delayed. This can happen when there has been an incident at their prior location such as a fall or sudden onset of illness. Delays can also occur if a worker is involved in a road accident or similar. Kapital Care will endeavour to contact you as soon as possible to discuss a service being late and give you the opportunity to either reschedule or cancel your service. You will then only be billed once rescheduled service has been completed.

## EMERGENCY SITUATIONS

In an emergency, our immediate priority is to assess whether you or any other persons require urgent medical treatment. Based on this assessment, the support worker will seek the appropriate response, whether by contacting an ambulance or other emergency organisation. If non-urgent or once safe to do so, the support worker will contact Kapital Care's Office for referral to your care plan and to notify your emergency person.

At Kapital Care, we train our employees on how to handle emergency situations and other circumstances which may arise.

If a support worker arrives at your home and you do not answer the door, they will refer to your care plan for any instructions on your preferred response. If you do not have a care plan in place, the support worker will attempt to contact you by trying the doors, windows and/or phoning you. The support worker may also check with your neighbours and if unsuccessful, contact Kapital Care's Office for further instructions. The Office will attempt to phone you and/or call your nominated emergency person.

If the circumstances appear unusual, out of character or of concern and we are unable to

contact your nominated emergency person, Kapital Care's Office will contact the police to gain access to your premises. This is to ensure you are not hurt and unable to seek help.

## **DAMAGE TO PERSONS OR PROPERTY**

Kapital Care has public liability insurance to cover against incidents where we are found to be liable for personal injury or property damage. Items specifically excluded from liability are money, jewellery, art, antiques and items of sentimental value.

In the unlikely event of accidental injury or damage to you or your property during the delivery of services, Kapital Care must be informed within 24 hours of the service being provided. We will send you an incident form for completion, signature and return to us within seven (7) days. Kapital Care will also contact the support worker for an incident report.

If the incident is not reported in accordance with these provisions, you forfeit any right to compensation.

In the case of breakage or damage to property, Kapital Care may, at its discretion, repair the item or pay for a like replacement from a supplier of its choosing.

Kapital Care reserves the right to not to be responsible for:

- Any damages caused by faulty materials and/or equipment.
- Any accidental damages worth AU\$80 or less.
- Any accidental damages caused by the support worker if you have any outstanding monies owed to Kapital Care.
- Key replacements/locksmith fees unless keys were lost by Kapital Care and its employees.

The maximum amount of any liability regarding a property claim shall be limited to AU\$200 per participant.

Kapital Care will not be held responsible for:

- Any wear and tear that is mostly due to depreciation of items from cleaning.
- Services being unfinished due to participant intervention and/or lack of equipment.
- Existing damage, stains or wear and tear that cannot be completely serviced using current equipment.
- A participant's health that is untreatable by the qualifications of a home care worker.
- A participant's physical or mental state before and after a service that is a result of the participant's negligence in deferring or refusing the available services.

### **PRIVACY AND CONFIDENTIALITY**

Kapital Care is committed to maintaining confidentiality in relation to all personal information regarding participant care, and any information which comes to light during provision of care. Participants have a legislated right to privacy and confidentiality in all

matters including in the collection, use and disclosure of their personal information. This is covered in the Australian Privacy Principles of the *Privacy Act 1988*.

Personal details, such as monetary, banking, housing status, employment and medications, will not be recorded without your prior consent and only where relevant to the level of care being provided. Kapital Care will only request and retain information that is necessary in the provision of participant care and to fulfil duty of care responsibilities.

Participants retain the right to access their personal information and records, except in extenuating circumstances defined by law.

## FEEDBACK AND CONCERNS

Any feedback or concerns regarding Kapital Care's services should be made directly to our Office. We are committed to achieving the highest level of participant satisfaction and welcome your comments about our service delivery.

If you are unhappy with any element of your service, you may lodge a complaint with our Office by contacting us on 0478 578 804. You may also email us at [services@kapitalcare.com.au](mailto:services@kapitalcare.com.au). All complaints will be addressed fully and promptly. Compensation and/or a refund are at the discretion of Kapital Care and may be offered if appropriate.

If you are not satisfied with our management of your complaint, you may refer the matter to the NDIS Quality and Safeguards Commission by calling 1800 035 544 (free call from landlines) or TTY 2133677.

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