

# Client Service Information

# Care Connect

Promoting Choice, Wellbeing & Independence

# Contents

	Mission Statement	1
1.	Introduction	2
2.	Understanding this Booklet	3
3.	Understanding "Case Management"	4
4.	Care Connect Services	5
5.	Compliments and Complaints	7
6.	Rights and Responsibilities	8
7.	Consumer Participation	9
8.	Private Case Management	10
9.	Frequently asked Questions	11
10.	Acknowledgements	12
11	Glossary	13



## Our Vision

It's about you – your wellbeing, your independence.

### Our Mission

Promoting choice and participation through leadership and innovation in our services, partnerships and work in the community.

# Our Guiding Principles

- Embracing diversity
- Ensuring integrity and accountability
- Striving for innovation and excellence
- Promoting flexibility and responsiveness
- Delivering effectively with value for money.

# Our Clients

Individuals, families and carers requiring support to promote their wellbeing and independence.

# Our Staff

Our greatest asset, delivering for you.

"Consumers" is a term used to describe:

- Clients who are using, or have used, our services
- Carers family or friends providing unpaid care and who may also receive services
- Communities groups of individuals who have an interest in the development of health services

# Promoting Choice, Wellbeing and Independence

#### 1. Introduction

Care Connect is an organisation that supports individuals with care needs to remain living in their community. Care Connect was established in October 1994 as a non-profit organisation, and is approved as a registered charitable organisation.

Care Connect currently has offices in Victoria, New South Wales, South Australia and Queensland.

Care Connect receives program funding through State and Commonwealth Governments to provide services through a number of specific programs. Care Connect also undertakes a range of contractual and Private Case Management or Care Delivery services.

Eligibility for different programs varies depending on individual circumstances, the relevant Program guidelines, and various funding sources. For more information, call Care Connect on free-call ph: 1800 116 166 or email: <a href="mailto:info@careconnect.org.au">info@careconnect.org.au</a>.

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#### 2. Understanding this Booklet

Care Connect have interpreters available on request. If you need an interpreter, **please call the Translating and Interpreting Service on ph: 131 450** and ask to be connected to Care Connect on 1800 116 166. Your Contact Person at Care Connect can also assist you.

Care Connect have interpreters available on request:	English
ΕΑΝ ΧΡΕΙΑΣΤΕΙΤΕ ΔΙΕΡΜΗΝΕΑ, ΜΠΟΡΕΙΤΕ ΝΑ ΖΗΤΗΣΕΤΕ	Greek
Se A Vete Bisongno Di Un Interprete D'italiano Potete Chiederlo	Italian
Có thông dịch viên nêú có yêu câù	Vietnamese
مترجم متوفر حين الطلب	Arabic
如有需要可安排傳譯員	Chinese
Falls Sie es wünschen, stellen wir gern einen Übersetzer zur Verfügung	German

Translating and Interpreting Service: 131 450 Care Connect: 1800 116 166

Consumers who have a sensory impairment can use the National Relay Service for assistance:

TTY: call 1800 555 677, then ask for Care Connect on ph: 1800 116 166. Speak and Listen: call 1800 555 727, then ask for Care Connect on ph: 1800 116 166. Internet relay: connect to <a href="https://www.relayservice.com.au">www.relayservice.com.au</a> then ask for Care Connect

on ph: 1800 116 166.

It is important that you understand the information in this booklet. If you need this booklet in a way that better suits your needs, such as large print or in a language other than English, call your contact person at Care Connect on freecall ph: 1800 116 166, or email: <a href="mailto:info@careconnect.org.au">info@careconnect.org.au</a> for more options.

#### 3. Understanding "Case Management"

"Case Management" is the way in which Care Connect works with you to assess, plan, coordinate and monitor your progress towards your goals. Case Management may be short term or ongoing, depending on your needs.

Case Management involves a Contact Person working in partnership with you, and where appropriate your family or support networks, and involves:

- Assessment: Completing an assessment of your needs including health, physical, social, emotional, cultural and spiritual needs. Your assessment will look at the things you can do, the tasks you need assistance with and the things you want to be able to do.
- Person Centred Planning: setting realistic, meaningful and agreed goals, which are
  monitored and regularly reviewed. Includes the development of an individual support plan
  tailored to meet your specific needs.

Using a person centred planning approach, your individual support plan is worked out in partnership between you, your support network (such as family and friends) and your Contact Person. Your individual support plan is a summary of your identified health and social needs and includes information about the goals and aspirations you have set.

Your individual support plan outlines the expectations of you, your support networks and service providers. It also sets out the funded services which will be provided to you by Care Connect. You will be provided with a copy of individual support plan.

- **Coordination:** Implementing the individual support plan by coordinating the supports and services available to assist you in reaching your goals. We may be able to use brokerage funding to access some of these services.
- Advocacy: where necessary your Contact Person can act as an advocate on your behalf to assist you.
- Reviews: with your participation, monitor your wellbeing and progress towards achieving
  your goals, assessing your individual support plan and developing ways to meet your
  ongoing needs.

#### How can you and Care Connect best work together?

- You can work in partnership with your Contact Person in assessing your own needs, setting
  and achieving goals that are important to you and your family. It is important that you openly
  discuss your circumstances and to actively participate in all aspects of your care.
- Care Connect employees will communicate in a respectful, clear and professional manner with you and your family. This will ensure information is understood and agreed upon.
   Similarly, consumers would assist Care Connect employees by being open, respectful and engaged in aspects of care and decision making.
- If you or your carer/family has any concerns about the service you are receiving, discuss this matter openly and your Care Connect Contact Person will help you resolve the issue.
- There are different ways to communicate with your Contact Person. The way that best suits you will be used and some examples include: face-to-face; emails; telephone and/or website.

#### **Care Connect prides itself on:**

Personalised Support
 Flexibility
 Reliable, on-time services



#### 4. Care Connect Services

#### What is "Brokerage?"

Brokerage is funding that may be available to purchase additional services where required. Your Contact Person may purchase a range of services according to your identified needs and individual support plan. You may need to prioritise which services you receive as funding may be limited. If the cost of care exceeds the funding, you may elect to cover the shortfall, or you may need to explore other options with your Contact Person.

#### **Choice of Service Provider**

The term "Service Provider" refers to the agency and persons engaged to provide you with an agreed service. Choosing the right service provider is important to ensure that you get the best support that is available to your needs. For example, you may choose to have a support worker from a preferred ethnic background, age group or gender. Every effort will be made to accommodate your needs.

Care Connect has contracts with a range of service providers. Care Connect employees will present you with information about these service providers and can assist you to choose the service provider/s that will best meet your needs. We will then work with the service provider, on your behalf, to arrange the services agreed upon.

If you feel that the service provider you choose is unable to meet your needs, you have the right to change your service provider. You are encouraged to talk to your Contact Person at Care Connect to discuss what alternative options might be available.

#### Respite

Care Connect offers respite services in some areas of Australia. Respite is a time of rest from providing care, and may be for a few hours, days, or weeks. Respite services funded by the State and Federal Governments include in-home care, or out-of-home care, such as a day centre or residential care. By supporting carers to have a break, respite services support individuals to remain in their caring roles.

#### **Cultural Diversity**

Cultural Diversity is a term used to acknowledge individuals from diverse national, ethnic, religious, social, economic and linguistic backgrounds of our society. This includes individuals from Culturally and Linguistically Diverse backgrounds (CALD),

Aboriginal Torres Strait Islander communities (ATSI), New & Emerging communities, and Rural and Remote communities.

Care Connect is committed to developing an organisational culture which embraces Cultural Diversity, and is committed to providing culturally responsive services.



#### **Advocacy**

Care Connect believes it is important to empower consumers so that they can develop and have confidence in their own capabilities.

Ways of increasing capacity:

- Sharing information.
- Understanding your rights.
- Being involved in developing solutions.
- Setting and achieving goals.
- Accessing support services that aim to increase your independence.
- Developing or enhancing your skills.

Sometimes, you might need to access the assistance of an advocate to ensure that your voice is heard and that your needs are accurately and fairly represented. Advocacy is not about making decisions for you, and it is not a mediation or counselling service.

**Advocacy through a third party** is where a carer, family member or friend acts on your behalf and assists you with representing your needs. It is important when selecting an advocate that you are confident they will represent your needs. There may also be times when Care Connect can act as your advocate in ensuring your voice is heard and in accessing the supports you need.

**Independent advocacy** (a more formal type advocacy) usually involves accessing an advocate from an advocacy agency. These confidential services help you to exercise your rights by representing you, and providing information, advice and support. Care Connect supports the rights of consumers to use an advocate to provide information, support and advice about your rights and responsibilities.

Formal advocates include regional or national advocacy services. All consumers are offered the opportunity to have an advocate present at the initial assessment and/or during home visits, to assist with the resolution of a complaint, or at any other time. A comprehensive list of advocacy agencies in your local area is available from your Contact Person at Care Connect.

If you feel uncomfortable or threatened about the way you are being treated, we encourage you, to talk to your Care Connect Contact Person or telephone:

Senior Rights (VIC) Telephone: 1300 368 821

Aged Rights Advocacy Service (SA)

Telephone: (08) 8232 5377 or 1800 700 600

Seniors Legal & Support Service (QLD)

Telephone: (07) 3254 1811

Elder Abuse Information and Referral Phone Line (ACT)

Telephone: (02) 6205 3535

The above contact numbers will provide you with advice about different ways to assist you.

#### **Exiting the Program**

Care Connect may need to negotiate with you to withdraw or suspend services in circumstances where:

- Goals are achieved.
- You choose to not follow recommendations and cancel scheduled services.
- The program is time-limited and has been completed.
- You move to another form of care.
- Services cannot be delivered safely.
- You are no longer eligible for the current program.
- You move to another region and the funding is not transferable.
- You choose to withdraw from the program.
- If your support needs are above your allocated funding Care Connect will discuss with you alternate options.

Care Connect will work with you to consider alternative arrangements for your care.





#### 5. Compliments and Complaints

Consumers are encouraged to provide honest feedback, which may include compliments or complaints. No consumer will be disadvantaged as the result of making a complaint, and Care Connect will work with you to resolve the issue or concern.

#### Compliments - "positive feedback"

You may wish to provide a compliment to individual employees or directly to a Care Connect office. Care Connect values these comments and employees appreciate hearing your feedback. Each office collects cards, letters or general comments on a notice board at each site. With your permission, testimonials may be used in Care Connect literature or funding submissions.

#### **Complaints**

Who can make a complaint?

Any Care Connect consumer, carer, advocate or stakeholder can make a complaint.

#### How can complaints be made?

Complaints can be made by:

- Speaking to your main Care Connect Contact Person.
- Telephoning your local office or the Care Connect National Head Office.
- Writing directly to the Care Connect employee member or Manager.
- Accessing the Care Connect website <u>www.careconnect.org.au</u> and completing an email or external feedback form.
- Using an advocate to speak on your behalf.

#### What happens to my complaint?

Care Connect aims to resolve all complaints in a timely manner. Complaints maybe resolved informally following a discussion or more formally through either meetings or mediation. Your Contact Person can provide information about external government complaints schemes.



#### 6. Rights and Responsibilities

Care Connect works in partnership with consumers to achieve agreed goals and outcomes. This partnership requires a shared understanding of Rights and Responsibilities. If you wish to discuss any of these points please speak to any Care Connect employee member.

#### Your Rights and Responsibilities as a Consumer

As a Consumer you have the right to:

- Be treated as an individual with consideration of your health and wellbeing.
- Be treated with respect and dignity.
- Expect ethical, honest and quality service delivery.
- Participate in any decisions in relation to your individual support plan.
- Receive information, which is relevant, allows informed choice and is in an understandable format.
- Have your cultural and linguistic needs acknowledged including access to an interpreter if required.
- Receive support, which is flexible and responsive to your individual needs.
- Expect information to remain confidential and private.
- Express any complaints or concerns and have these dealt with in a timely manner without fear of losing services or being disadvantaged.
- Be referred to or supported by an advocate.
- Request a review of services at any time.
- Be informed of any changes to your individual support plan.
- Expect employees to work in a spirit of collaboration.

As a Consumer you have a responsibility to:

- Respect the rights of Care Connect staff members to work in an environment free from harassment, abuse or undue risk.
- Treat employees with respect and dignity.
- Provide accurate information in relation to your individual support needs.
- Work with Care Connect emploees in the development of goals and a support plan.
- Agree to regular contact and a (minimum) yearly service review.
- Advise Care Connect of any changes in circumstances which affect your health or wellbeing needs
- Understand that if you require more support than can be funded by Care Connect that alternative arrangements may need to be considered.
- Express concerns or issues in relation to Care Connect services, utilising the "Complaints Procedure".
- Where applicable contribute to fee payment as negotiated.
- Understand that Care Connect can withdraw services if there is an identified Occupational Health and Safety issue.



#### 7. Consumer Participation

Care Connect is committed to strengthening Consumer Participation within the organisation by recognising and valuing the experiences that consumers have about living with a disability or health condition. By listening to you (the consumer), Care Connect can learn about what we do well and what could be improved.

Care Connect defines "consumer participation" as the "meaningful involvement of consumers in decision making about health policy and planning, care and treatment and the wellbeing of themselves and the community".

Consumer participation is a partnership involving joint problem solving, joint decision making and joint responsibility.

Ways in which you can participate:

- Complete Consumer Satisfaction surveys, Reviews, and Discharge surveys. If you need assistance with completing these surveys, talk with your Contact Person at Care Connect.
- Use Care Connect's Compliments and Complaints processes (as outlined on page 7). We want to hear from you about what we do well and what could be done better.
- Attend Care Connect's "Community Partnership Meetings". Our Community Partnership
  Meetings are your opportunity to hear about what's happening at Care Connect. In addition,
  you can meet other consumers and service providers and provide us with feedback on your
  experiences of being involved with Care Connect.
- Care Connect has established "Consumer Voice Committees". These committees are made
  up of consumers who use Care Connect services. They work in partnership with Care
  Connect on issues relevant and important to Care Connect consumers. For example they
  have input into information and resources, policies and procedures, service development
  and quality improvements.

To find out more about consumer participation, go to Care Connect's website <a href="https://www.careconnect.org.au/consumerparticipation.asp">www.careconnect.org.au/consumerparticipation.asp</a> or talk to your Contact Person at Care Connect.



#### 8. Private Case Management

Private Case Management means purchasing services at your own private cost. Services are supplied by suitably experienced, tertiary-qualified Case Mangers to provide support services and coordination across a wide range of community and ancillary health services. Private Case Management enables you, or a loved family member, to stay at home for longer.

Waiting periods for Private Case Management (if any) are minimal, meaning services can usually be arranged promptly. The duration of Private Case Management services is very flexible, and may be short-term or ongoing, depending on your needs.

This means that you may purchase Private Case Management for the amount of time that suits you, whether for a designated period, or on a regularly recurring basis.

Examples of when Private Case Management may be an option are when returning home from hospital or recovering from an illness.

Purchasing Private Case Management will allow you to:

- Access services in a timely manner so that you receive the support you want, when you want it.
- Remain in the family home as long as possible and practical, with the dignity, rights and freedoms which remain yours;
- Benefit from a comprehensive assessment of your individual situation;
- Access quality home or personal care, coordinated and delivered with empathy and dedication:
- Be secure and well cared for by properly screened and qualified staff, to meet individual medical, personal and social needs;
- Have coordinated respite care, hospitalisation, medical and community services as required;
- Have access to speciality nursing and allied health services consistent with your requirements.

Private Case Management is not Government-funded in the way other packages are (eg, Community Aged Care Packages (CACPs) or Extended Aged Care at Home (EACH) etc). The user of private case management is charged for all services provided. Support services will only be purchased with your approval and consent. An invoice for all support services purchased on your behalf (including a 15% administrative charge) is provided to you each month.

Case Management services can be initiated by yourself as the user, and also by family members or guardians. A Doctor's referral or an aged care assessment is not required. Simply call your nearest Care Connect office on free-call ph: 1800 116 166.

# Our Vision

It's about you - your wellbeing, your independence.



#### 9. Frequently asked Questions

#### Q: In what circumstances can I expect a change in Care Connect staff?

**A:** Care Connect appreciates the impact on consumers when a change in your contact person at Care Connect occurs. We do employ staff short-term to provide support during holidays or extended leave (such as long service leave) and to replace staff on maternity leave.

#### Q: In what circumstances can I expect a change in Direct Service Provision staff?

**A:** Care Connect uses independent companies to deliver all services. These companies have a legal contract with Care Connect which includes a requirement to minimise any change in staff which would be inconvenient to you. Care Connect monitors this area and would appreciate any feedback or suggestions which you can provide.

#### Q: What can I expect from staff providing a cleaning service?

**A:** It is important to note that Care Connect subcontracts (brokers) home care services based on assessed need. Each organisation will manage its Occupational Health and Safety (OH&S) responsibilities differently.

As part of your individual support plan your Contact Person may allocate cleaning services. You and your Contact Person will identify tasks to be completed. These services will be negotiated with the Provider by your Contact Person. It is your responsibility to provide essential cleaning items such as mop, bucket, broom etc as not all Providers bring their own equipment.

Care Connect would expect that a cleaning service may include the following:

- · Vacuuming of main carpeted areas;
- Mopping of wet areas such as laundry, kitchen, bathrooms and toilets;
- Dusting limited by OH&S, discuss your needs with your Contact Person;
- Other services may be provided as required but do not form part of the routine service such as: window cleaning, ovens (subject to OH&S), fridges and microwaves.

Each service has guidelines that vary and the Service Provider should discuss this with you at your first visit. You are not expected to buy products based on the preference of a cleaning service outside of your normal requirements.

# Q: Can purchased services be withdrawn because of Occupational Health and Safety (OH&S) issues?

#### A: Yes:

- 1. Services may be withdrawn or suspended in circumstances where you do not provide a safe working environment for support workers working in your home.
- 2. If Occupational Health and Safety (OH&S) issues are not able to be resolved and your home environment is unsafe for the service provider staff to work in, we will be obliged to stop providing services.

If we decide to either withdraw or suspend services where services cannot be delivered safely, we will discuss this with you. We will provide you with a letter stating the reason for the decision, and providing you with information about the complaints process.

#### Q: What does Person Centre Planning really mean for me?

**A:** Person Centred planning means we will listen to you talking about your dreams, hopes, issues, the things you want to change in your life. In partnership with you, we work to get a clear understanding of your goals and what is needed to achieve this goal.

This process involves:

- Writing down in your own words, your goal/s so that it makes sense to you.
- Outlining a list of actions and all of the things that we are going to do together to try & achieve the goal.
- Identify everyone who is involved in working with you in achieving these goal/s.
- We try to make sure that the goal is specific enough that we will know when we have achieved it. It therefore needs to be relevant and realistic, and have an agreed timeframe on it so we can check how we are going.

#### 10. Acknowledgements

Care Connect would like to thank our Funding bodies for their continued and valued support.

In addition, thank you to the Care Connect employees contributors and the Consumer Voice Committee (Victoria) for their help with the Welcome and Client Service Information Book.



#### 11. Glossary

Is a term used for any act that causes harm, which may be carried out by someone you know and trust even family or friends. It may be physical, verbal, social, financial, psychological or sexual and can include mistreatment and neglect.    Advocacy		
Brokerage Funding which may be available to purchase additional services.  Care Coordinator The individual who is your contact for the arrangement of service delivery in your home. This can be a Care Connect employee or an employee from the contract company.  Case Manager The individual who works with you to assess, plan, coordinate and monitor your support needs.  Consent Providing either verbal or written agreement that Care Connect can provide services or transfer information to specific individual agencies or persons.  Can be a:  • Clients - who are using or have used Care Connect services • Carer – family or friends providing unpaid care and who may also receive services • Communities – groups of individuals who have an interest in the development of Care Connect services.  Contact Person For the purposes of this booklet, Case Managers and Care Coordinators have been referred to as Contact Person.  Goals What you wish to achieve in working with Care Connect and is most important to you.  Occupational Health and Safety (OH&S) Australia, this ensures the safety of all employees in their place of work.  Person Centred Planning Working with the Contact Person to set realistic goals and plans, which are monitored and reviewed to meet your needs.	Abuse	carried out by someone you know and trust even family or friends. It may be physical, verbal, social, financial, psychological or sexual
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Planning which are monitored and reviewed to meet your needs.		Australia, this ensures the safety of all employees in their place
<b>Privacy</b> Protection of your information and how it is accessed by others.		
	Privacy	Protection of your information and how it is accessed by others.



#### **NATIONAL HEAD OFFICE**

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