



CUMBERLAND
CITY COUNCIL



**STAY ACTIVE,
STAY HEALTHY,
STAY CONNECTED**

Customer Information Handbook

Updated September 2026

Cumberland City Council's Seniors & Disability Services



Contents

Introduction	4
Vision Statement	4
Accreditation	4
Customer Independence	5
Customer Wellness And Reablement	6
Informed Decision Making	6
Funding	6
Eligibility	7
Accessing Our Services	7
Service Fees	8
Services Available	9
Structure	10
Volunteers	11
Rights and Responsibilities	11
Code of Conduct	14
Termination of Services	14
Privacy and Confidentiality	15
Infection Control Prevention and Safety	17
Safety	18
Duty of Care	19
Abuse and Neglect	20
Boundaries	20
Response to Illness	21
Medical Administration	21
Mealtime Management Plans	21
Feedback, Compliments and Complaints	22
Monitoring Complaints and Customer Feedback	23
Cumberland City Council / Seniors and Disability Services Team: Complaints Management System	25
Other Service Enquiries	26
Useful Contacts	26

Introduction

Welcome to Cumberland City Council's Seniors and Disability Services. This handbook is designed to provide you with all the information you need to know about Lifestyle and Leisure Links, Nutrition Services, and Social Inclusion Services. Inside you will find information on the programs, fees, your rights, and responsibilities and much more.

Please read this handbook thoroughly and if you don't understand something or you need more information, please contact the relevant service immediately.

We welcome everyone. We work hard to foster belonging. And from a position of strength in diversity, we succeed.

We are your place for:

- » Information
- » Advocacy
- » Carer support
- » Home delivered meals
- » Transport to and from activities, programs and shopping services
- » Social Outings
- » Wellness programs
- » Activities, events and social groups to maintain your overall wellbeing

We are an experienced and qualified team of staff and volunteers, displaying respect and commitment to providing quality services and outcomes for people. We are responsive to the growing and changing needs of our community, the place you live in and enjoy, Cumberland City.

Vision Statement

**Cumberland City Council –
Welcome, Belong, Succeed.**

Our vision statement summarizes what our customers can expect from our services: we welcome people of all abilities, we create a sense of belonging, and we succeed by supporting our customers to meet their own set goals.

Our dedicated Seniors and Disability Service team adopts a person-centred approach to assist you to remain in your own home. We help you increase social participation, access community services, and enhance your quality of life. Our focus is on improving your psychological, emotional, and physical well-being, as well as your overall functional abilities

Accreditation

All Cumberland city council services are accredited by the Australian Government and must comply with the Aged Care Quality Standards in:

1. Customer Dignity and Choice
2. Assessment & Planning
3. Personal and Clinical Care
4. Services and supports for daily living
5. Service Development
6. Feedback and complaints
7. Human Resources
8. Organisational Governance

All Cumberland City Council services are accredited with NDIS and must comply with the NDIS Practice Standards and Quality Indicators:

- » Rights and responsibilities for participants
- » Provide governance and operational management
- » Provision of supports
- » Provision of Support environments

NDIS SERVICES & SUPPORTS

Cumberland City Council's Seniors & Disability Services is a registered provider under the following classes of supports:

- » 0107 Assist-Personal Activities
- » 0108 Assist-Travel/Transport
- » 0120 Household Tasks
- » 0125 Participate Community
- » 0136 Group/Centre Activities

Council is not registered under Practice Standard Module 2a: Implementing behaviour support plans. We are unable to provide services or supports to any participant that has a behaviour support plan in place and are unable to implement regulated restrictive practices.

For more information on Behaviour Support Plans and Restrictive Practices you can visit the NDIS Quality and Safeguard Commission website **www.ndiscommission.gov.au** or phone them on **1800 035 544**.



Customer Independence

Cumberland City Council's Seniors & Disability Services ensures the independence of customers is supported, fostered, and encouraged through service delivery.

Cumberland City Council Seniors and Disability Services supports and operates under the Person-Centred Approach. This terminology defines the way our services operate and the philosophy and practices it undertakes. By stating Council's Seniors and Disability supports the person-centred approach, we are stating that the person is at the centre of the service planning and delivery. There is a focus on the individual's strengths, needs, interests and goals to ensure they remain an active participant in their community.

Our services work with the individual, carer, and family to form a personal plan.



Customer Wellness And Reablement

Our approach involves assessment, planning and delivery of supports that builds on the strength and capacity of our customers and promote a level of independence in daily living tasks, as well as reducing risks to living safely at home.

Reablement is a person-centred practice and wellness approach. It's our strategy towards addressing a specific barrier to the customer's independence.

Our services work with each individual to form a personal plan stating their goals and what supports they will require to achieve them.

Our intake officer will discuss your individual goals and support needs. They will then develop a goal plan detailing how you want us to provide our service or give you the care to ensure our services are completely customized to your individual needs.

During the length of our service provision, you will be supported to exercise your rights to make informed decisions and choices about the individual services you receive, the activities you would like to participate in and the lifestyle you wish to experience/ live.

Duty of care will be considered when supporting customers to make decisions to take risks.

An informed decision can then be made once the customer has all the relevant available information about the options and the risks involved. Seniors & Disability Services Team staff members will support, and respect informed decisions made by customers

Informed Decision Making

As part of our person-centred care every customer will be supported to develop a goal plan. Each of those "goal plans" will be different reflecting the individuals own objectives, interests, and preferences. These are normally developed 3 months after service commencement to allow you to "test drive" our services and determine how you specifically wish for us to support you and most importantly what you want to achieve.

Funding

Council's Seniors and Disability Services receive funding from the Commonwealth Government to assist people over 65 (50 years and over for Aboriginal & Torres Strait Islander people).



The funding is to assist people that are older and frail, adults with disability and their carers to remain independent and living at home thereby preventing premature admission to a nursing home or other residential care.

The National Disability Insurance scheme provides funding to people with disability aged 18 to 65, their family and carers. It is jointly governed and funded by the Australian, and participating state and territory governments.

Eligibility

Eligibility for our services is based on your support needs and age. If you're having trouble with everyday tasks and feel that a little support could improve your health and wellbeing, some of our programs could be right for you.

Council's Seniors and Disability Services Team offers a variety of community-based services for the frail aged, active seniors and CALD community aged 55 + (50+ for Aboriginal and Torres Strait Islander service users) and adults aged between 18 and 65 years who have a moderate, severe or profound functional and permanent disability.

Customers must be living in the Cumberland – Prospect Region/ Western Sydney Region.

SUPPORT AT HOME

If you are on a Support At Home package (SAH) we can liaise with your package coordinator to provide you with services.

Accessing Our Services

To find out about

- » what services Council provides
- » joining one of our programs
- » general information on services for seniors & people with disabilities

Please contact Cumberland City Council on:

 **8757 9000**

 **16 Memorial Avenue,
Merrylands NSW 2160**

 **seniors.disability@cumberland.nsw.gov.au**

OR

If over 65 years of age (50 years for Aboriginal/ Torres Strait Islander) call **My Aged Care** contact centre on **1800 200 422** between 8am and 8pm on weekdays and between 10am and 2pm on Saturdays (closed on Sundays and public holidays) and ask to be referred to Cumberland City Council Services.

A person can either refer themselves or be referred by a friend, relative or professional by contacting any staff member of the Seniors & Disability Team. This can be done in person, by phone, or email.

A staff member will respond to the request to arrange a time to visit your home to complete an assessment and create your individualised goal plan to arrange services.

Accessing Our Services *cont.*

Each customer's access to the service is determined according to their individual level of assessed need. This includes a frail aged person or person with a disability and their carer who:

- » Experience difficulty with a range of daily living tasks
- » Suffer from dementia, memory loss or other related disorder
- » Live alone or with a carer who is frail, ill, stressed or has a disability
- » Has limited or non-existent social contacts
- » Is socially or geographically isolated
- » Is financially disadvantaged
- » Has a family support structure that is at risk of breaking down
- » Is from Non-English-Speaking Background or Aboriginal or Torres Strait Islander descent
- » Feels isolated and housebound and is in need of companionship
- » Are showing risk factors of inappropriate or premature residential care
- » Are at risk of abuse

Cumberland City Council also supports people within our target group exiting the criminal justice system to develop interests and activities in ways that consider the rights and welfare of the broader community to increase opportunities for inclusion and community participation.

Service Fees

The Government provides funding for Support At Home (SAH) and Commonwealth Home Support Program (CHSP) however customers are also required to contribute towards the CHSP support by payment of a nominal amount. Fees are different for each service / program and will be explained firstly when you join the service and sign your service agreement and then again at the time of your goal planning session. You are always welcome to enquire if unsure / unclear.

Customers are required to pay their own costs in relation to social outings, meals, and transport and entry fees. A receipt can be obtained for all expenses. The Coordinator has a responsibility to ensure costs remain low. Concession fares and free tickets are often applied for, and the benefits are passed onto customers. Cumberland City Council will provide you with fortnightly invoices for services you have received. Direct debit is our preferred payment method.

Cancellation fees do apply in some circumstances, for each service the required notice periods and cancellation fees are outlined in your service agreement when you join the service.

If you are experiencing difficulties paying your service fees, please contact the Coordinator immediately to discuss your options.

Cost reductions for the service may apply via application / proof of financial hardship to the service.

Services Available

LIFESTYLE AND LEISURE LINKS

Cumberland Lifestyle and Leisure Links Program supports people with a disability to reach their NDIS goals and aspirations.

The program encourages your personal development through fun, social and active experiences. With the support of our enthusiastic, skilled, and experienced team of staff and volunteers, the program is able to provide you with a vast array of pursuits on weekdays, weeknights, and weekends.

Activities include learning creative arts, sporting events, and shopping tours, fitness programs, cooking skills, going to concerts and dining at restaurants. As a participant in the Lifestyle & Leisure Links Program you will be able to try new activities, develop new skills, maintain good health, and get out and about in the community and make new friends.

The program is an NDIS approved service, with a proud history of providing care and support to the community for over 25 years. The program is available to people with disability 18yrs +, living in the Cumberland City Council LGA (and surrounding suburbs). Reliable and affordable transport is available for all programmed events.



NUTRITION SERVICES

Cumberland Nutrition Services is committed to delivering more than just a meal. We not only provide a nutrition service, but a friendly reliable support service and opportunities for social inclusion.

Our services include home delivered meals (hot or frozen), and serving freshly cooked meals at centre-based activities. We also provide meals to seniors, as well as younger people with a disability and their carers.

DELIVERIES

Home delivered meals are available Tuesday and Thursdays. All meals are delivered to the customer's home by a team of dedicated volunteers between the hours of 10.30am – 1pm (approx). A variety of different meal packages are available to suit the service user's individual needs, including sandwiches, juice cup and desserts.

Both hot and frozen meals are available during weekdays. To assist you during weekends and/ or public holidays we can deliver additional frozen meals. Most special diets can be catered in both hot and frozen meals. Meals can also be provided pureed.

There are no lock in contracts, and you can order as many/little as you might need.

You can specify a preferred delivery day when placing your orders, however we cannot give or adhere to a request for a specific delivery time. Please note that we require a minimum of two business days' notice for a delivery request.

All meals are:

- » Nutritionally balanced with appropriate portion sizes
- » Prepared fresh on-site daily

Services

Available *cont.*

SOCIAL INCLUSION SERVICES

The Social Inclusion Team strives to provide services that keep senior residents and people with disability active, healthy, and connected. The following programs are available to residents living in self-contained units or in their own homes:

- » Wellness activities - a safe, stimulating environment in which activity is encouraged and friendship is promoted. Enthusiastic activities staff deliver wellness activities including gentle group exercises, creative arts, bingo, entertainers, special theme days and reminiscence programs.
- » Groups for Aboriginal & Torres Strait Islanders, Maltese, and Spanish speaking people
- » Social outings - bus trips
- » Lunch Clubs
- » Shopping services
- » Home visits
- » Transport to attend programs
- » Over 55's Health Program - gentle exercise, Zumba gold, dance class.
- » Annual holiday programs



Structure

The Seniors & Disability Services Team is part of Council's Community and Culture Department.

The Seniors & Disability Team consists of:

- » Senior Coordinator -
Seniors & Disability Services
- » Social Inclusion Customer Liaison Officer
 - › Social Inclusion Activities Assistant
- » Social Inclusion Transport Officer
 - › Social Inclusion Transport Assistant
 - › Social Inclusion Support Worker
 - › Volunteers
- » Nutrition Services Team Leader
 - › Nutrition Services Customer Liaison Officer
 - › Nutrition Service Assistant
 - › Nutrition Services Support Worker
 - › Client Nutrition Worker – Cook
 - › Client Nutrition Worker – Kitchen Hand
 - › Volunteers
- » Seniors & Disability Project Officer
 - › Service Development Officer
 - › Service Development Assistant
- » Access and Inclusion Team Leader
 - › Intake Officer
 - › Volunteer Development Officer
 - › NDIS Activity Assistant
 - › Casual Staff
 - › Volunteers



Volunteers

Volunteers are an essential part of the Seniors and Disability Team as they support service delivery.

Volunteers will not be allocated to replace paid workers in the service. The following roles are currently available for volunteers:

- » Drivers (both car and LR class vehicles)
- » Activity assistants
- » Shopping assistance
- » Home Visitors
- » Meal delivery to take meals to customers doors
- » Transport assistant (support customers to and from transport vehicles)
- » Kitchen assistant
- » General assistant
- » Events assistant
- » Delivery assistant
- » Centre based meals program
- » Lifestyle & Leisure Links Wellness Program
- » Lifestyle & Leisure Links Activities assistant

Volunteers are formally screened (e.g. Police Record Checks and NDIS Worker Screening Checks) and trained on how to support and assist seniors and people with disability. As an approved Commonwealth Home Services Program and as per guidelines we are responsible for ensuring both staff and volunteers in direct care roles receive accredited first aid training and certification.

As per public health orders mandating COVID-19 vaccination for in-home, community aged care workers and disability staff, all our staff and volunteers are vaccinated.

Rights and Responsibilities

CUSTOMER RIGHTS

All organisations providing services for Seniors must adhere to the Statement of Rights . As per the Statement of Rights – You, or with your permission, your carer or advocate have the right to:

- » Be assessed for access to services without discrimination including those exiting the criminal justice system
- » Be involved in any decision about your assessment and access to the service and to be made aware of all available options and applicable fees.
- » Access all information about you held by the service.
- » Involve an advocate of your choice to represent your interests in dealing with the service.
- » Where an advocate or legal guardian is appointed to act on your behalf (to the extent stipulated in the guardianship or advocacy arrangements), have the rights of that person acknowledged and respected.
- » Information about the standard of service you can expect and to have that service provided in a safe manner, which respects your dignity and independence, and is responsive to your physical, cultural and social needs and the needs of your carer.
- » Expect that your access to the service be decided only on the basis of need and the service's ability to meet that need.
- » Have your privacy and confidentiality respected.

Rights and Responsibilities

cont.

- » Refuse the service and not have that refusal prejudice your future access to the service.
- » Complain about the service without fear of retribution, and to have your complaint dealt with fairly and promptly.
- » Have your views taken into account when planning and evaluating the service.
- » Withdraw consent at any time to the release of personal information.
- » To be informed about available services.
- » To choose from available alternatives.
- » To access an Interpreters Service if required.
- » Be treated with respect and dignity at all times.

CUSTOMER RESPONSIBILITIES

You have the responsibility to:

- » Act in a way which respects the rights of other customers, staff, volunteers and the public.
- » Take responsibility for the results of your actions.
- » Play your part in helping the team to provide you with the services that you have requested.
- » To inform the relevant staff when you can't attend a pre-booked activity.
- » Inform staff of personal matters which may affect you during an outing such as allergies, special diets, epilepsy, medication, phobias, likes and dislikes.
- » Inform staff of any matter that may affect their ability to provide the service to you.

- » Inform staff of any changes to your health that are relevant to the service being provided to you.
- » Pay for the service and to discuss with the Team Leader any difficulty you may have in making those payments.
- » Make informed choices from the options available.
- » Respect the rights of the service as outlined previously.

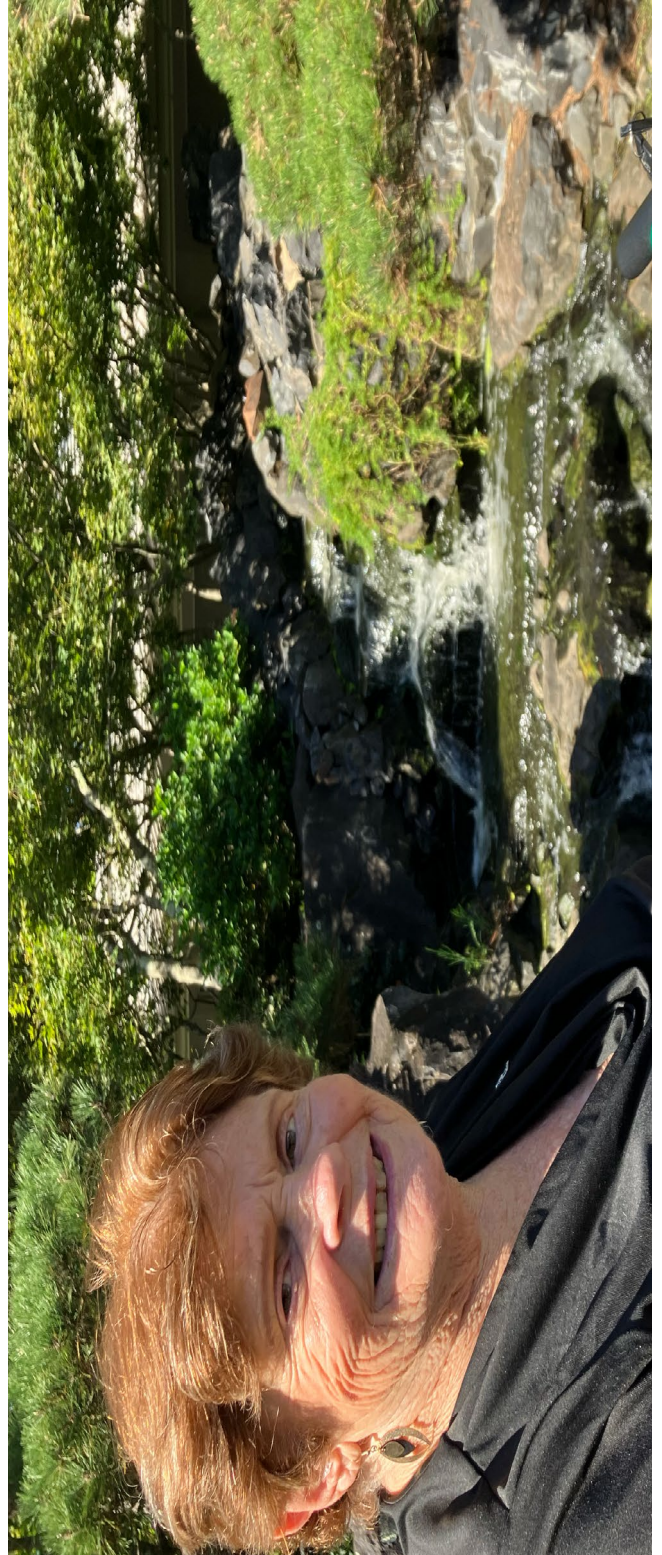
COUNCIL'S RIGHTS

Cumberland City Council's Seniors & Disability Team have the right to:

- » Increase Services fees for service in line with Cumberland City Council's Fees and Charges policy. Customers will be notified in writing of any fee increases.
- » Periodically reassess customers' needs and access to the service.
- » Refuse to provide the service to any customer for legitimate reasons. Such refusal will be notified in writing.
- » Provide funding bodies and other legitimate organisations statistical information about customers, unless specifically denied this right. This information will not identify a customer individually.
- » Ensure the service provided is to the published standard.
- » Advise customers of substantial changes to the way the service is provided.
- » Respect the rights and dignity of customers.

COUNCIL'S RESPONSIBILITIES

- » Enhance and respect the independence and dignity of the customer.
- » Ensure customers access to a service is decided only on the basis of need and the capacity of the service to meet that need.
- » Inform the customer about any options for services to support them.
- » Inform customer of their rights and responsibilities in relation to the services being provided.
- » Involve the customer and carer in decisions about the assessment and developing customers' individualised plan.
- » To negotiate with the customer before a change is made to the service being provided.
- » To be responsive to the physical, emotional, social, religious, and cultural needs of the customer.
- » To recognise the role of the carer and to be responsive to their needs for support.
- » Inform the customer about the details of the service to be delivered and to provide a copy of the individualised plan to be kept in their home.
- » Inform the customer of the standards to expect in relation to services he or she may receive and ensure services are delivered in a safe manner.
- » Ensure the customer continues to receive the agreed service and re-assessments are conducted to meet the individual and changing needs of the customer.
- » Legal responsibility to maintain confidentiality of the customer information and to safeguard their information on file.
- » Allow the customer access to their information held by the service provider.
- » Allow the carer or advocate access to information held by the service provider about the customer, with the written consent from the customer.
- » To respect a customer's refusal of a service and to ensure any future attempt by them to access a service is not prejudiced because of that refusal.



Code of Conduct

All Seniors and Disability Services staff are obliged to follow the Code of Conduct practices as enforced by Cumberland City Council's employment conditions. Seniors and Disability Services staff, customers, volunteers, carers, or any other internal/external persons in contact with the Seniors and Disability Services Team and/or programs provided must conduct themselves in a manner that will not bring Council, Seniors and Disability Services staff, volunteers, carers or other persons into disrepute. You must not act in a way that:

- » Contravenes the Act, associated regulations, council's relevant administrative requirements and policies
- » Is an abuse of power or otherwise amounts to misconduct
- » Causes, comprises or involves intimidation, harassment or verbal abuse
- » Causes, comprises or involves discrimination, disadvantage or adverse treatment in relation to service provision
- » Causes, comprises or involves prejudice in the provision of a service to the community
- » Harasses, discriminates against, or supports others who harass and discriminates against Seniors and Disability Services staff, customers, volunteers, carers or any other internal/external persons. This includes but is not limited to harassment and discrimination on the grounds of sex, pregnancy, age, race, responsibilities as a carer, marital status, disability, homosexuality, transgender ground or if a person has an infectious disease

Seniors and Disability staff ensure each customer, volunteer, carer or any other internal/external person receives a service in an environment free from discrimination, abuse, neglect and exploitation.

In addition to Cumberland City Council's Code of Conduct, staff and volunteers of Seniors & Disability Services are fully committed to complying with the Code of Conduct for Aged Care and the NDIS Code of Conduct to ensure you feel safe, respected, and supported at all times.

Termination of Services

Termination of services can be initiated by either the customer and/or their advocate or Cumberland Council's Seniors & Disability Services Team. The customer is not locked into a contract and can terminate the service at anytime.

A customer will be exited from Seniors & Disability Team Services in the following circumstances:

- » The customer's health status improves, and they no longer fit the CHSP assessment criteria.
- » The customer's health status declines and they no longer fit the service delivery guidelines.
- » The customer demonstrates aggressive, abusive, violent, or irrational behaviour that places staff, volunteers, other customers or the consumer at risk or injury.

- » Access to home or home environment is a Work Health and Safety risk for staff/volunteer.
- » Where other community services are funded to cover the requested need.
- » Customer enters long term residential care.
- » Customer relocates to an area outside the serviceable area.
- » Customer and/or carer decides they no longer require the service.
- » The service cannot meet the ongoing increased needs of the customer, as they exceed the capacity of the service.
- » The customer does not respect the staff/volunteer or the agreed individualised plan.
- » Continued absence without notice.
- » Death of the customer.

Privacy and Confidentiality

We respect and protect our customer's right to privacy and confidentiality as a matter of high importance.

Personal information relating to all our customers is kept confidential and collected in a lawful and fair manner. It is not discussed with anyone else. From time to time your staff/volunteers may need to discuss concerns regarding you and your wellbeing and health.

We only collect information that is necessary to perform our work effectively and meet funding requirements. Your information is stored in your individual customer record

on a secure client management system that can only be access by relevant Seniors & Disability Services staff.

Our staff and volunteers will not go through your cupboards, touch your possessions or help themselves to a cup of coffee without permission. They will also respect your right not to discuss issues that you do not wish to.

You have the right at any time to view any information we have on file, and the right to withdraw any consent you may have given to use the information.

DATA COLLECTION

Our funding body requires we collect Minimum Data Set (MDS) information on each customer. This is a set of nationally agreed data items that are collected by all organisations that are funded to provide services through My Aged Care (MAC). All the information collected is submitted as a monthly report to the funding body using de-identified data, meaning you will not be identified personally and your privacy is protected.

In July 2025, under the Aged Care Act 2024, providers are also required to collect and report all MAC IDs for customers accessing services. This again is reported as de-identified data.

This is to ensure that those who are eligible for receiving the necessary assistance they require are accessing available services.

Customers are asked to give consent to enable their information to be sent to the funding body electronically via the Data Exchange (DEX) each month.

Privacy and Confidentiality *cont.*

Customers can withdraw or place a time limit on their consent at anytime. This includes any specific activities or information held about them by the service.

Customers need to inform the Coordinator if they wish to withdraw their consent for any service provided by the Seniors & Disability Team.

We are required to have up to date information so if there are any changes of circumstances it is important for customers to advise Council. This could include but not be limited to carer's contact details, health needs, next of kin and medical needs.

QUALITY SERVICE ASSURANCE-- CONTINUOUS IMPROVEMENT

Throughout the year the Seniors & Disability Team undertakes customer reviews to check that we are providing a service that is meeting your satisfaction. This is a great opportunity for you to inform us what is and isn't working well for you.

In addition, once a year Cumberland City Council will formally mail out an annual customer satisfaction survey to seek your valuable feedback and know about your experience. We will also invite you to participate in our customer focus groups, and/ or participate in telephone interviews.

From the information gathered through these surveys we will review, adjust if needed, modify our services to better meet your

needs. General feedback throughout the year is also encouraged and can be made by phone, letter, email or in person. We value your input as it becomes part of our quality management process.

CUSTOMER ADVOCACY

An advocate (with your permission) may represent your best interests. An advocate may be a family member, carer, friend, service worker or a member of an advocacy service. If you wish to use an advocate to communicate on your behalf with Cumberland City Council, you will need to provide us with a written authority to allow the advocate to do so.

If you would like some more information regarding this, please do not hesitate to ask the Seniors & Disability Services Team.





PHOTOGRAPHS

At times during our service activities, we may take photographs of customers. These photos may be used for presentations, team newsletters and promotional items. Your consent to have your photo taken and published is requested at the time of your goal planning session, you can choose not to give your consent or if you do, this can be revoked at any time by contacting your Team Leader.

Infection Control Prevention and Safety

Cumberland City Council has a COVID-19 Vaccination Procedure, which requires all workers (including volunteers) to have received the full recommended dosage of a TGA approved COVID-19 vaccination as

a condition of employment. All volunteers will be required to produce their vaccination evidence as part of engaging in volunteer work with Council.

SAFE PRACTICES

The staff member / volunteer visiting your home is required to take all necessary measures to ensure you stay safe.

This includes following advice from Australia's Chief Medical Officer about when to use protective equipment.

- » Your staff member / volunteer will have to wear personal protective equipment including masks, gloves, gowns, and protective eye wear if it is required in your area.
- » Any staff member volunteer displaying symptoms of COVID-19 or any other illness is not allowed to work – and just to be sure, workers with symptoms are being tested.

Staff member / volunteers are following the best medical advice to protect you and themselves from COVID-19 as well as other illnesses and infections.

FURTHER ADVICE

To find out more about COVID-19 please phone the **National Coronavirus Helpline** on **1800 020 080** or go to **health.gov.au**

If you need to find out more about support services, contact

My Aged Care by phoning **1800 200 422**.

If you have any concerns about your care services, or carer, please contact Cumberland City Council and Aged Care Quality and Safety Commission.

PROTECTING YOURSELF AGAINST ILLNESS

Good hygiene and taking care when interacting with other people are the best defences for you and your family against illness. This includes:

- » covering your coughs and sneezes with your elbow or a tissue.
- » disposing of used tissues immediately into a rubbish bin and washing your hands.
- » washing your hands often with soap and water, including before and after eating and after going to the toilet, and when you have been out to shops or other places.
- » using alcohol-based hand sanitisers (60% alcohol), where available.
- » cleaning and disinfecting frequently used surfaces and objects.
- » stay at home and avoid physical contact with others, except when you need assistance or care.
- » avoid non-essential travel
- » consider having the chemist deliver your medicines.
- » stay 1.5 metres away – 2 arms' length – from other people, when you can.

Safety

SMOKING AND ALCOHOL

Our staff / volunteers are required not to smoke or consume alcohol whilst they are visiting you. We also request that whilst a staff member/volunteer is visiting you in your home that you and anyone else present in your home do not smoke.

ANIMALS

We understand that many of our customers have pets, many of which stay inside. During a visit we ask that your pet(s) be appropriately managed. During your goal planning session, details of any pets you may have in your home may be noted to inform other staff and / or volunteers.

WORK HEALTH AND SAFETY (WHS)

Cumberland City Council aims to provide safe and healthy working conditions that prevent injury and illness for all staff and volunteers.

Therefore, the following is required:

- » A home safety assessment of your home during your goal planning session. This looks for any hazards that may be in your

home that may put staff/volunteers at risk of harm.

- » Suspension of services if there is any danger to health and safety. Services can not resume until improvements have been made to rectify the issue.

Duty of Care

Cumberland City Council has a duty of care to you, therefore staff and volunteers have a responsibility to monitor your general health status during visits and to ensure that they report any concerns about your wellbeing to the Coordinator.



Abuse and Neglect

Cumberland City Council ensures that all Seniors and Disability staff understand the legislation that requires them to recognise and report abuse and neglect to the appropriate authority. These responsibilities apply to all customers and is irrespective of the person who is carrying out the abuse. Our staff are required by law to recognise, document, and report any suspicions to the service Coordinator, as a matter of urgency, for investigation and reporting to the appropriate authority.



Boundaries

At Cumberland City Council, we encourage our staff and volunteers to develop a friendship whilst maintaining a professional relationship with our customers. This means that our staff and volunteers are sensitive to your needs without breaking our Code of Conduct. They also have a responsibility to offer their support in an honest, caring, and respectful manner. We ask our customers to maintain a respectful relationship with staff and volunteers.

GIFT GIVING

Whilst we understand that you may become very close with a volunteer or a staff member providing services to you, they are not permitted to accept gifts of money or items of value as they are bound by the Code of Conduct.

We instruct our volunteers that under no circumstances should they, their family members, or friends, borrow money from a customer or lend their money or possessions to a customer.



Response to Illness

Customers / carers have a responsibility to notify staff to cancel programmed attendance or meals due to illness. Emergency contact numbers are to be supplied and kept up to date. (NB: This will ensure that immediate action can be taken regarding customers illness / injury.)

In circumstances of illness / injury, parents / carers will be contacted for the appropriate safety arrangements to be made.

If you are suffering an infectious / contagious illness, we ask that you do not attend planned activities or social outings to prevent passing it on to other customers.

Medical Administration

Where possible, customers are responsible for managing and taking their own medication. In cases where this is not possible, a trained staff member is only able to assist with administering medication where the required dosage has been prepared prior to attending the service. Important to note volunteers will not prepare or administer medications for customers.

This information will be detailed in the customer's individualised plan.

Mealtime Management Plans

Customers with Meal Management Plans (MMP) will be supported by the Seniors & Disability Services Team in accordance with their individually assessed mealtime requirements (including such modification as prescribed food types, textures, positioning needs, adaptive equipment, and recommended strategies). The purpose Mealtime Management Plans is to ensure that customers are supported to enjoy eating and drinking safely, comfortably, with dignity, choice, independence, in a risk-free setting.

Whilst the Seniors and Disability Services Team are not responsible for developing or reviewing (a MMP), staff will monitor for any signs of difficulty and respond in line with emergency procedures as required. Any concerns or incidents during mealtimes will be documented and escalated in accordance with guidelines and procedures.



Feedback, Compliments and Complaints

What you think about our services and how we can improve them is very important to us. It helps us to provide the best possible support to our customers.

Council's Seniors & Disability Team aims to provide a high-quality service and encourage you to voice any concerns, suggestions and compliments you have about the service you receive.

A complaint is a dissatisfaction with some aspect of the service you receive, customers are encouraged to express their complaints to enable us to improve the quality of our Seniors and Disability Services.

Please know that confidentiality will be respected, and your service will not be affected if you choose to voice your concerns. This can be done by:

- » Meeting with the Team Leader
- » Meeting or writing a letter to the Seniors & Disability Team or Team Leader
- » Annual service planning days
- » Email or telephone
- » Face to face
- » Annual Customer Survey
- » Annual Focus Group Meetings

Council's Seniors and Disability Team have simple process for managing complaints, process as follows:

- » A complaint is received, and a customer complaint form is completed.
- » Complaint is reviewed by the Team Leader for proposed action.

- » The Team Leader contacts the complainant to advise complaint is being assessed.
- » Action is carried out, complainant is fully informed of all the facts and given the opportunity to provide further information.
- » The complainant is advised of the outcome in a letter or other suitable format.
- » If the complainant wishes to appeal, the complaint is reviewed by the Senior Coordinator Seniors & Disability Services and Executive Manager Community and Culture.
- » The complainant is advised of the decision.
- » The Team Leader contacts the complainant to make sure they still feel comfortable to access the service.

PEOPLE WITH DIVERSE NEEDS

Where customers may have diverse needs, the Seniors and Disability Team will ensure that all correspondence will be provided in an appropriate suitable format.

CONFIDENTIALITY OF COMPLAINTS AND DISPUTES

As far as possible, the fact that a customer has lodged a complaint and the details of that complaint are kept confidential amongst staff directly concerned with its resolution. The customer's permission is obtained prior to any information being given to other parties that it may be desirable to involve in order to satisfactory resolve the complaint or dispute.



Monitoring Complaints and Customer Feedback

We truly value and appreciate how our customers feel about all our services. All complaints and customer feedback processes and systems are regularly audited as part of our audit program. All customers are encouraged to provide ongoing feedback on issues and areas where improvements can be made.

You should address your complaint or compliment in writing to:

Senior Coordinator – Seniors and Disability
Cumberland Council
PO Box 42
MERRYLANDS NSW 2160
Phone: 8757 9000

You may also address it to:

NDIS Quality and Safety Commission
on 1800 035 544 or in writing to
feedback@ndis.gov.au.

Aged Care Quality and Safety Commission
on 1800 951 822 or in writing to
GPO Box 9819 in your capital city.



Cumberland City Council / Seniors and Disability Services Team: Complaints Management System



Other Service Enquiries

Cumberland Council

 8757 9000

 council@cumberland.nsw.gov.au

 www.cumberland.nsw.gov.au

Useful Contacts

Cumberland City Council – Seniors and Disability Services Information	8757 9041
Aboriginal Contact Line Attorney General & Justice – Victims Services. They provide information about counselling and or compensation.	1800 019 123
Greater Western Sydney Aboriginal Health Service	9836 7300
Advocacy & Information Services NSW Government	https://dcj.nsw.gov.au/ community-inclusion/ disability-and-inclusion. html
Aged Care Quality and Safety Commission	1800 951 822
Syd West Multicultural Services Counselling, Support, Information	9621 6633
NDIS Quality and Safety Commission	1800 035 544
Holroyd Community Aid	9637 7391
Legal Aid	1300 888 529
Lifeline	13 11 14
Multicultural Disability Advocacy	9891 6400
Older Persons Advocacy Network (OPAN)	1800 700 600

My Aged Care My Aged Care is an Australian Government national phone line providing people with clear and reliable information on aged care and a fast way to find service providers near them. It will also provide access to interpreter services and translated information for people from Culturally and Linguistically Diverse backgrounds.	1800 200 422
NSW Ombudsman The NSW Ombudsman is an independent integrity agency that holds NSW government agencies and certain non-government organisations accountable to the people of NSW.	1800 451 524
Mental Health Line	1800 011 511
People with Disability (PWD)	www.pwd.org.au/ Phone: 9370 3100 Free call: 1800 422 015
Seniors Rights Service Advocacy – Aged Care Services & Legal advice all services are confidential and free	1800 424 079
Link2Home Homelessness Line Link2Home provides information, conducts assessments, as well as makes referrals to homelessness services across NSW. Link2home is available 24 hours a day, 7 days a week, every day of the year.	1800 152 152
Teletypewriter (TTY)	9840 9988
Translating and Interpreter Service (TIS) If you do not speak English well, you can phone the Translating and Interpreter Service for assistance.	13 14 50
Wangary Aboriginal Homecare Service – Australian Unity	1300 973 058
Western Sydney Dementia Advisory Service	0434 568 775
National Dementia Helpline Language assistance 131 450	1800 100 500 131 450
Older Australians COVID 19 Support Line 8.30am to 6pm weekdays	1800 171 866
Carer Gateway	1800 422 737
Transcultural Mental Health Centre	1800 648 911
QLife (LGBTI counselling)	1800 184 527



CUMBERLAND
CITY COUNCIL

Cumberland City Council

16 Memorial Avenue, PO Box 42, Merrylands NSW 2160

T 8757 9000 **W** www.cumberland.nsw.gov.au **E** council@cumberland.nsw.gov.au

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