



A.P. Care Services, one of Sydney's leading care providers, is Australian owned and has been providing quality, flexible, responsive and accountable aged and disability care since 1990. A.P. Care Services provides skilled, experienced support workers across South & Southwest Sydney and the Illawarra Region.

YOUR CARE  YOUR CHOICE

Given a choice most people would prefer to remain living in a familiar environment, in the comfort and privacy of their own home. A.P. Care Services becomes invaluable when you require help with the demands of daily life. Your Perfect Choice for your in-home support needs.

Keeping your Individual Tailored Solutions Local

Making the Perfect Choice

Step One: - Get assessed

Are you eligible for services? – Call NDIS on **1800 800 110** or go to www.ndis.gov.au

NDIS is the entry point to access disability services and information about:

- ♥ The different types of disability services available
- ♥ Your eligibility for services
- ♥ Referrals to service providers that can meet your needs (if you don't already have a Service Provider in mind)
- ♥ Your contributions i.e. transport costs

Your package may include a range of co-ordinated services, such as:

- ♥ Personal care – like help getting dressed or assistance with showering and getting ready for the day
 - ♥ Social support services
 - ♥ Clinical care – nursing, physiotherapy and other services
 - ♥ Household jobs - cleaning, gardening, modifications to your home (rails & ramps etc)
 - ♥ Transport and equipment
- Services are tailored to meet your assessed needs.

Step Two: - Research the potential providers

- ♥ Look at Providers' websites, ask family or friends who they know, use or have heard of.
- ♥ If they have heard of an agency, ask whether they are happy with the services, quality and reliability.
- ♥ Are they NDIS approved.
- ♥ Do they give continuous service with the same staff each visit and are they an agency that you can trust?
- ♥ Contact potential providers re availability of appropriately skilled staff and the capacity to cover required services

Step Three: - Choose who you want to provide your approved services

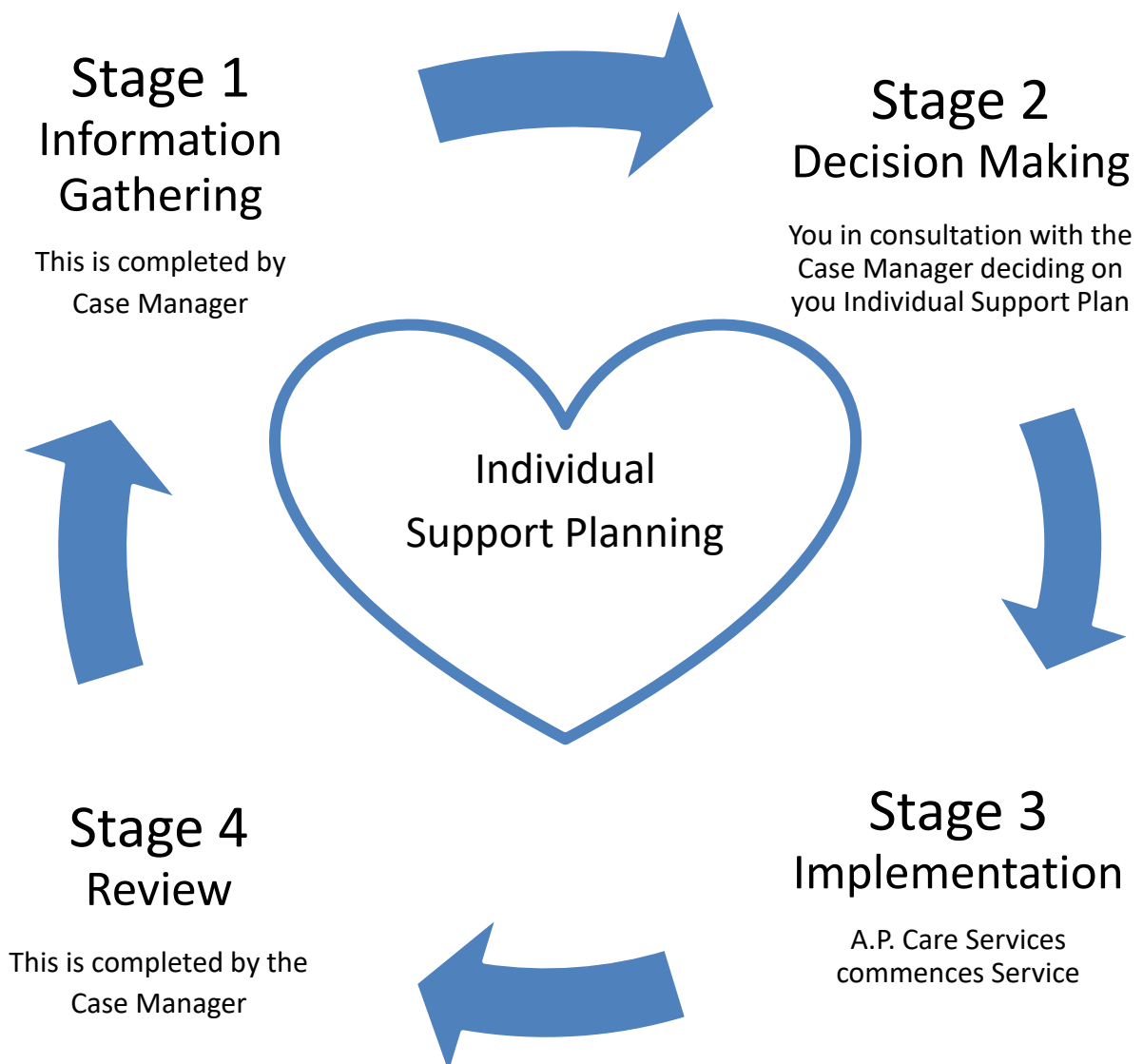
- ♥ Once assessed and approved - you will need to **choose** from a list of service providers. Do you have a Support Coordinator? Is your plan being Plan Managed? In this instance your next **choice** will be whether you want your support coordinator to suggest an approved provider or whether you make the choice of an agency like A.P. Care Services – (a private agency providing quality, reliable, person centred and culturally diverse services with staff that are dedicated, respectful and provide exceptional care)
- ♥ If A.P. Care Services is your **choice** then you need to discuss your **choice** with the support coordinator and/or plan manager.
- ♥ If you are not eligible for a government subsidised package and you would like support, your **choice** then becomes **who do you want** to provide services and how much are you prepared to pay to receive services that best meet your needs

All services provided by A.P. Care Services are managed professionally and handled with Sensitivity and Confidentiality. A.P. Care Services support workers are fully covered by all insurances. It is our DUTY to ensure that all staff are competent and capable of providing the requested service.

YOUR CARE  YOUR CHOICE

At A.P. Care Services we work in partnership with our clients and families to provide you with Individual Tailored Solutions. Our services are very flexible and we can put a support team together at short notice, even provide services over on the weekends. We can visit you in your home or hospital as required to discuss, at no obligation to you, what services we can provide for you or your loved one.

Individual Planning Flow Chart



Services we provide:

- ♥ Personal Care for people with basic needs
- ♥ Personal Care for people with complex needs
- ♥ Domestic Assistance
- ♥ Respite Care Socialisation
- ♥ Meal Preparation
- ♥ Transportation
- ♥ Care Plan Creation & Care Plan Execution
- ♥ Care Plan Management - NDIS packages, My Aged Care, Private Plans
- ♥ Case Management – when required

ndis National Disability
Insurance Scheme

Registered provider



Our Team affirms the intrinsic worth of each individual by focusing on what you can still do rather than what you can no longer do.

Experienced Managers and Case Managers who are:

Dependable, Forward Thinkers, Problem Solvers, Communicative, Professional, Reliable & Efficient

Our Staff

Support staff are carefully selected to ensure we have the very best care professionals available. All staff complete NCH Checks, Induction Training and are covered by necessary insurances. A.P. Care is committed to ongoing training and continuous improvement.

Why we are Your Perfect Choice

About A.P. Care Services

At **A.P. Care Services** we believe in nurturing relationships, cherishing our existing relationships and developing new ones. We pride ourselves on providing reliable, quality, person centred and culturally diverse support to all ages. Our longest standing providers have been brokering services to us for 25 years and our longest standing private or self-funded clients have been receiving support from us for over 20 years.

A.P. Care Services is proudly 100% Australian owned & operated, operating in the heart of your local community.



Are people who wish to live in their own homes and remain as independent as possible for as long as possible!
Clients are varied but not limited to:

Frail and Aged
People with Disabilities
Children
Acquired Brain Injuries
Palliative Care
Spinal Injuries

Clients requiring Domestic Assistance
Older aged individuals and their carers
Clients with a disability or mental illness
Clients recently returned home from hospital.

Our Clients



Our case management and program facilitation service has been supporting communities in the greater South, South Western Sydney and Illawarra region since 1989.

Our professional and caring team work alongside members of society who need assistance remaining independent within their own homes and the wider community in which they live.

We provide guidance, case management, care plan management and program facilitation allowing you to make choices regarding your care plan based on your individual needs and wishes.

Culturally and Linguistically Diverse (CALD)
ATSI Communities



Helping you live a better life

Accessing Services

A.P. Care Services' policy of service access and exit ensures each individual that meets the criteria has access to services based on resources and relative needs. Access to service is free from discrimination including but not limited to:

- ♥ Gender
- ♥ Age
- ♥ Cultural beliefs
- ♥ Sexual preference
- ♥ Political and religious beliefs
- ♥ Disability

Before commencement of service potential Clients will be given information regarding services and will undergo an assessment of needs. The information on the service will:

- ♥ Include clearly written information on the entry criteria for the service
- ♥ Explain the service users individual planning processes
- ♥ Include information on exit procedures
- ♥ Include information on re-entry criteria

If someone is refused access – they will be given information explaining the reasons.

Should a client choose to leave the services of A.P. Care Services, the organisation shall ensure the following:

- ♥ All the leaving processes are fair and non-discriminatory.
- ♥ Staff will do all they can to facilitate a smooth transition for the relocation of services.
- ♥ Investigation of alternate options
- ♥ Explore the consequences with the person exiting.
- ♥ That A.P. Care Services reviews the reasons for the exit to ensure standards and expectations have been met in order to Continuously Improve.

Each participant is supported to understand under what circumstances supports can be withdrawn. Access to supports required by the participant will not be withdrawn or denied, solely on the basis of the dignity of risk choice that has been made by the participant.

A.P. Care Services reserves the right to withdraw, reduce or suspend any service provision following consultation with the person, their family, carer, guardian or advocate, if the program cannot meet the person's needs or if the person places themselves, others and staff at risk and the risk cannot be reduced by the resources provided. The health, safety and welfare of all people within our service and the community is our priority.

Definitions:

Client: A person that receives a service and support from A.P. Care Services, including people with disabilities of all ages, people that are ageing and people exiting the Criminal Justice System.



Helping you Live a better Life

Our Promise

As part of our ongoing care for our clients we promise to:

- ♥ Inform and consult you about the care that's most appropriate for your needs.
- ♥ Provide services that take into account your lifestyle, cultural and religious beliefs and preferences.
- ♥ Provide services in an environment free from discrimination, neglect, abuse, exploitation relating to financial, sexual, physical and emotional abuse
- ♥ Treat you with the utmost respect and dignity.
- ♥ Only access agreed personal information that we have for you on file.
- ♥ Respect your wish to withdraw that access at any time.
- ♥ Respond in a fair and equitable way, should you have any complaints
- ♥ Facilitate you should you wish to have a representative speak on your behalf (including an interpreter should English not be your first language – these costs would be incurred by you, the client)
- ♥ Respect your decision to terminate or refuse services offered without any implications.
- ♥ Respect your right to appeal any decisions around your service provided.
- ♥ Provide opportunities for you to be involved in the creation of Policy & Procedure
- ♥ Provide opportunities for you to give feedback through quality assurance surveys without fear of reprisal

Confidentiality & Privacy Statement

A.P. Care Services recognises and respects each consumer's right to privacy, dignity and confidentiality in all aspects of his or her life. We will ensure that all confidential information in our control cannot be accessed by unauthorised people and that information of a sensitive nature will only be discussed with authorised people, in line with the Australian Privacy Principles which amends the Privacy Act 1988. A.P. Care Services will not share your information without your consent.

Your Promise

- ♥ To treat A.P. Care services staff members with respect, consideration and courtesy
- ♥ To let the A. P. Care Services Coordinator know of any changes in your condition or circumstances that would affect your services
- ♥ To inform your Service Coordinator if you are going to be away temporarily or wish to cease services
- ♥ To assist staff to provide the services you require and take responsibility for the results of any decisions you make
- ♥ To pay agreed fees or charges according to the terms of your agreement with A. P. Care Services
- ♥ Cancellation Policy: Generally 4 hrs notice is required Eg: for early morning services by close of business the day before, for daytime & evening services - 4hrs In Cases of Emergencies this fee can be negotiated Late cancellation could incur a full shift charge.

Your Rights

All People have the right:

- ♥ To receive quality care and support appropriate to their needs and goals
- ♥ To full information about your own state of health
- ♥ To be treated with dignity and respect, without discrimination or regards to disability, age, lifestyle, culture, gender or sexuality
- ♥ To receive services in an environment free from discrimination, neglect, abuse, exploitation relating to financial, sexual, physical and emotional abuse
- ♥ To personal privacy and freedom of speech (except where compelling ethical, moral or legal reasons eg: child protection legislation)
- ♥ To have access to, and participate in such services and activities as are generally available to all other people in the community. To take part in social activities and community life as you choose.
- ♥ Each child with a disability has the same rights and freedoms as all other children and A.P. Care Services will take each child's best interests into account when providing services
- ♥ Parents have the right to make choices and be involved in decisions that impact on them in age-appropriate ways
- ♥ To be involved in making decisions regarding the care and support that is most appropriate for your needs, goals and aspirations, taking into consideration lifestyle, culture, linguistic and religious preferences
- ♥ To be given enough information in appropriate formats to make informed choices about your care and support
- ♥ To choose a person to speak on your behalf for any purpose, to have access to an advocate (including an interpreter should English not be your first language – these costs would be incurred by you, the client)
- ♥ To make a complaint using the complaints process and/or code of conduct to resolve problems or disputes arising out of the care and support relationship, without fear of losing services or being disadvantaged in any other way
- ♥ To have full access to your care and support record and to have these kept confidential by A.P. Care Services staff
- ♥ To die with dignity
- ♥ Refuse a service or support worker (and refusal should not prejudice their future access to services).

Each client is free to raise and have resolved any complaints or disputes he or she may have regarding the agency or the service. Complaints will be dealt with fairly, efficiently and confidentially with a timeframe for resolution outlined. It is important that you, as the client are aware that your care and support services will not be jeopardised in any way if a complaint is lodged. You can nominate a Carer, friend and/or advocate, to assist with the complaint.

Definitions

- ♥ **Personal Care for people with basic needs** – Assisting with dressing and undressing, assisting with showers, assistance with daily tasks. Carers are ideal for clients who need assistance, but don't require a nurse.
- ♥ **Personal Care for people with complex needs** – full provision of service for all Daily Living Activities
- ♥ **Domestic Assistance** – These services make living in your own home more enjoyable, we can assist with:
 - ❖ Washing and Ironing
 - ❖ Dusting and Polishing
 - ❖ Bathroom Cleaning
 - ❖ Cleaning the Floors
 - ❖ Shopping
- ♥ **Respite Care** – Our Carers are able to look after you either in your own home, out of home or in a respite care facility to enable full time carers to take some time out for a holiday or rest.
- ♥ **Socialisation** – in home or out and about in the community - Isolation can become a serious issue for vulnerable members of our community. We have a range of solutions to reconnect our clients through the provision of companionship, transport to attend events and recreational activities to re-engage them.
- ♥ **Meal Preparation** - menu planning, cooking & freezing portions
- ♥ **Transportation** – to & from appointments, shopping or socialising



Making a Complaint

Each client is free to raise and have resolved, any complaints or disputes he or she may have regarding the agency or the service.

Complaints will be dealt with fairly, efficiently and confidentially with a timeframe for resolution outlined. It is important that you, as the client are aware that your care and support services will not be jeopardised in any way if a complaint is lodged. You can nominate a Carer, friend and/or advocate to assist with the complaint.

- ◆ Each person lodging a complaint has the right to determine how, when and where the complaint is made
- ◆ Each person has the opportunity to nominate the person they want at A.P. Care Services as the key contact when making a complaint
- ◆ If the matter involves criminal allegations, the police are immediately contacted

In short, A.P. Care Services' process of complaint resolution follows 8 steps of complaint management:

1. **Receive** – receive complaint from source
2. **Register & Acknowledge** – complaint/dispute logged and timeframe for resolution outlined in consultation with complainant
3. **Assess** – identify who is involved and exactly what the issues are, notify referring agency/parties/staff involved in complaint/dispute
4. **Investigate** – after receiving written information, listening to all aspects, an investigation commences into any/all allegations to verify facts
5. **Respond** – at completion of investigation, all parties are advised of findings and are given their opportunity to respond, as part of the process towards resolution
6. **Resolve** – parties involved address findings and action taken to complete resolution - If a complainant remains dissatisfied with the response then complaint/dispute will progress to the next person in the line of authority (Executive Manager or CEO)
7. **Record** – all findings documented and filed in appropriate manner i.e complaints file/personnel file/client file & referring service provided with necessary information.
8. **Follow-up & prevention** – Recommendations are made and mechanism set in place to review the implementation of changes, be it policies and procedures or relations and behaviours.

Should you have a complaint please contact:

Lyn Meredith – Operations Manager

At the Head Office on: **9520 2966**

** If you feel that your complaint has not been dealt with appropriately you can contact the NDIS Commission on 1800 035 544 or at www.ndiscommission.gov.au, alternatively the Commonwealth Ombudsman on 1300 362 072.

** If a complaint becomes an Incident then A.P. Care services' Incident Management process will be followed.



Helping you Live a better Life

Advocacy Services

Every Client of A.P. Care Services has the right to choose a person to speak on their behalf for any purpose, have access to an advocate (including an interpreter should English not be your first language – these costs would be incurred by you, the client) – Further information at www.adhc.nsw.gov.au & www.nds.org.au

Translating & Interpreting Service (TIS)

Immediate Phone Interpreting

131 450

ATSI Voice Phone Interpreting

1800 131 450

Vision Australia

<http://www.visionaustralia.org/info.aspx>

Contact details:

All general enquiries please phone: 1300 847 466

Other contact details:

TTY: (02) 9334 3260

Fax: (02) 9747 5993

Intellectual Disability Rights Service NSW

<http://www.idrs.org.au>

Contact details: Business Address:

Suite 2C/ 199 Regent Street

REDFERN NSW 2016

Phone: (02) 9318 0144

Multicultural Disability Advocacy Association of NSW

<http://www.mdaa.org.au/>

Contact details:

MDAA Head Office

10-12 Hutchinson Street

GRANVILLE NSW 2142

Office Hours: Monday - Friday, 9.00am - 5.00pm

Phone: Toll free: 1800 629 072 Or (02) 9891 6400

National Relay Service: 133 677

NSW Council for Intellectual Disability

<http://www.nswcid.org.au>

Contact details: Business Address:

Level 1/ 418A Elizabeth Street

SURRY HILLS NSW 2010

Phone: (02) 9211 1611

Free call: 1800 424 065

Spinal Cord Injuries Australia

<http://www.scia.org.au>

Contact details: Business Address:

1 Jennifer Street

LITTLE BAY NSW 2036

Telephone: (02) 9661 8855

Stroke Recovery Association NSW

<http://www.stroknsw.org.au>

Contact details:

Postal Address: PO Box 3401

PUTNEY NSW 2112

Phone: (02) 9807 6422 or 1300 650 594

The Deaf Society of NSW

<http://www.deafsocietynsw.org.au>

Contact details:

Parramatta Office Business Address:

Level 4/ 69 Phillip Street (entry via Horwood Place)

PARRAMATTA NSW 2150

Phone: (02) 8833 3600

TTY: (02) 8833 3691

Resource: ADHC – Advocacy and Information Service Directory

Your Perfect Choice

*Keeping your Individual
Tailored Solutions Local*



CONTACT US

To find out more about your Individual Home Care Solutions

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