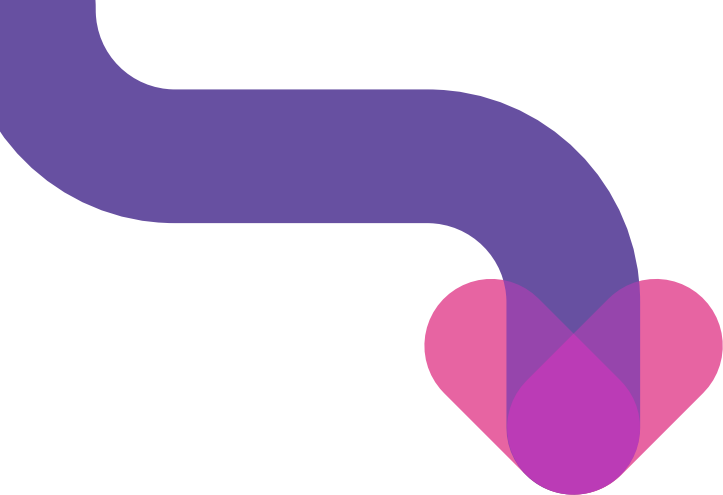
The background is a dark blue-grey color. It features several abstract, colorful shapes and arrows. In the top left, a purple arrow curves downwards and to the left, ending in a pink and purple overlapping shape. In the top right, a large yellow and lime green shape overlaps. In the middle left, a red arrow curves downwards and to the left, ending in a red and orange overlapping shape. In the bottom left, a green arrow points upwards, ending in a green and lime green overlapping shape. In the bottom right, a blue arrow points to the left, ending in a blue and light blue overlapping shape. The text is centered in the lower half of the page.

**AGED CARE NAVIGATION
CLIENT INFORMATION
HANDBOOK**



Phone

07 3013 5555
1800 636 241 (free call from landline)



Email

info@qpp.org.au
feedback@qpp.org.au (complaints & compliments)



Website

www.qpp.org.au



Post

PO Box 7403
East Brisbane, Qld, 4169



Opening Hours

Monday-Friday: 9am-5pm
Weekends and Public Holidays: Closed



Name of your
Aged Care
Navigator(s)



Mobile
number(s)



AGED CARE NAVIGATION CLIENT INFORMATION HANDBOOK



If you need assistance with translation or have vision or hearing difficulties, please let us know and we will arrange assistance. If you have difficulty reading any part of this handbook, please contact us or ask your Aged Care Navigator for clarification.



Acknowledgment of Country

QPP acknowledges the Traditional Custodians of the many lands and waters upon which we work and live. We recognise that this land is unceded and has always been under First Nations custodianship. We pay our respects to Elders past and present, and to emerging community leaders.

QPP also acknowledges the important role of First Nations people within our organisation and the communities we work alongside. We are committed to the QPP *Innovate* Reconciliation Action Plan (RAP) which has been endorsed by Reconciliation Australia.



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Welcome to QPP

We welcome you to QPP. Thanks for choosing us. We trust this handbook provides you with relevant and useful information about being a client of our Aged Care Navigator program.

This handbook is designed to:

- ✓ Provide you with information about QPP's services.
- ✓ Provide you with information about how we work and what to expect.
- ✓ Provide you with information about our obligations to you and your responsibilities to us.

Although care has been taken to ensure that the information included in this Handbook is accurate and comprehensive, updates may occur from time to time. If you require further information, please contact us. Our contact details are included on the inside cover of this booklet or you can chat with your Aged Care Navigator.

Aged care navigation

The QPP Aged Care Navigator program provides support to connect and engage older people who have significant difficulty navigating My Aged Care and are at risk of “falling between the cracks.”



Your rights and responsibilities

QPP is committed to a safe and discrimination free environment and workplace. To maintain this we must all be respectful. Abusive language and aggressive behaviour will not be tolerated.

As a client of QPP you have the right to:

- Be treated with dignity and respect at all times, respecting a clients right to individuality, autonomy and choice.
- A quality, person-centred service that is delivered in a respectful, non-discriminatory manner
- Receive services from appropriately qualified and trained staff.
- Make informed choices about the services received and be involved with decisions relating to health and support needs.
- Privacy and confidentiality in line with QPP's Privacy and Confidentiality Policy.
- Have services delivered in a safe, secure and supportive environment – free from harm, abuse and discrimination and not be placed at risk or made to feel unsafe.
- Have a support person/advocate/representative of choice present in matters relating to client support.
- Withdraw consent and decline to participate in further services and/or activities at any time.
- Be listened to and provide feedback for improving our services and activities.
- Report incidents or concerns so they can be formally addressed and investigated for continual improvement, as per QPP's Feedback and Complaint Policy.
- Request culturally appropriate supports as required during engagement with the organisation.
- Gain access to a telephone interpreter as required.
- Access a comprehensive and up to date range of HIV and STI related information that promotes health and well-being.
- View personal information held by QPP in accordance with the law and QPP policies. QPP (RAPID) won't give out written medical records to clients but will forward them on to a GP at a clients request.
- Provide informed consent for QPP to discuss information relevant to your support needs with another service provider or individual.

As a client of QPP we ask you to:

- Advise staff what is needed to make an informed choice about participation in service delivery, or if more information is required to make an informed decision regarding health and support needs.
- Advise staff if a support person or carer should be involved in your services with QPP.
- Inform QPP of a withdrawal of consent for service; if at any time or for any reason, a client no longer wishes or feels able to be involved with services or supports.
- Treat staff and other clients with courtesy and respect.
- Provide QPP with all relevant information to enable the most effective and appropriate services for your needs.
- Refrain from behaviour and communication that may result in staff or other clients being placed at risk or feeling unsafe sexually, physically or emotionally. This means respecting people's human rights and their right to privacy and confidentiality.

What to expect from our services

QPP's core work has one key focus, and that is working with you (our client) towards achieving the best possible outcomes.

Starting support

During the beginning of your support journey, your Aged Care Navigator will go through a process involving some different steps which include:

Consent

Your Aged Care Navigator will ask your permission for QPP to provide services to you and your agreement on how your information is collected and managed - we call this consent. See page 11 for more information.

Alternative contact planning

Your Aged Care Navigator will invite you to provide contact options for circumstances where we are unable to reach you, or in the case of an emergency.

Assessing needs

Your Aged Care Navigator will talk with you to understand where you are at, and what support might be needed to get you to where you'd like to be.

Making a support plan

Based on the assessment, together with your Aged Care Navigator, you'll develop a support plan for actions and goals (outcomes) to help you move towards where you want to be. The length of time for support is based on your individual support needs and goals.

Support closure

Aged Care Navigation services are not indefinite, and at some point, your support will be closed to QPP. Closure of support happens after you and your Aged Care Navigator discuss and agree that support is no longer needed. Together you will review the outcomes from your support plan and make sure you have no other needs that QPP can assist with. As part of closure planning, you will be offered:

- Information on how to re-engage with QPP services in the future.
- Information and or referrals for other services or activities you may want to connect with.

High level check-in

At some point after you have been linked in with Aged Care services, your Aged Care Navigator will contact you to make sure you are still happy with the support provided. If there are any issues, your Aged Care Navigator can become involved again. If this happens, they will open a new episode of support.

If QPP can't contact you

It's important to stay in regular contact with your Aged Care Navigator to make sure your support goals are met. We can't continue support with you if we can't stay in contact with you. In circumstances where we lose contact with you:

1. Your Aged Care Navigator will continue trying to contact you for one month.
2. If your worker is unable to reach you after one month, you will be provided with information on how to re-connect with the Aged Care Navigation service and your episode of support will be closed.
3. We will advise any relevant services that you are no longer engaged in support with QPP.

Re-connection

After your support with us has ended, if your circumstances change, and you find you need support again, you are always welcome to make contact to re-connect with support services.

You can do this in a number of ways:

Reach out

- Complete an online referral form at www.qpp.org.au/acn-referral/
- Email us at info@qpp.org.au
- Call us on 07 30135555 or 1800 636 241
- Chat with us via our website at www.qpp.org.au

Get help to connect

Ask your doctor or support service to refer to QPP at www.qpp.org.au/referrals/



Protecting your privacy and confidentiality

We take the protection of your information very seriously and it is our priority to maintain your privacy and confidentiality to the best of our ability. **QPP complies with the Privacy Act 1988 (Cth).**

The Privacy Act 1988 (Cth) requires QPP to fulfil certain requirements when it collects and discloses personal information. Personal information is any information that identifies you and includes sensitive and health information.

If you would like more information about how QPP protects your privacy, please visit www.qpp.org.au/privacy-policy/ or request a copy of our Privacy Policy from your Aged Care Navigator.

Consent and you: Understanding QPP's consent policy

Giving consent to receive services from QPP

QPP is a voluntary service. That means that we need your consent to provide you with support.

Who can give consent?

People who are 18 years or older and have decision-making capacity can provide their own consent to receive services from QPP.

People under the age of 18 may need a parent or legal guardian to provide consent on their behalf.

People who have impaired decision-making capacity may need a legal Guardian or Administrator to provide consent on their behalf.

If you require a parent or guardian to make decisions on your behalf, QPP will make every effort to include you in support decisions that affect you.

How long does consent last?

Unless you choose to withdraw consent (see below), consent is reviewed on an annual basis. As such, you'll be asked to sign a consent form every 12 months.

What if I don't want to consent?

You have the right not to consent to services being provided by QPP. If you do not consent to receiving services from QPP, your Aged Care Navigator will close your case, and discuss other support options available to you.

Can I withdraw consent?

You can choose to withdraw or amend your consent at any time by speaking with your Aged Care Navigator, or their manager. If you withdraw your consent, your worker will also be required to close your QPP client file record and may also advise key services that you are no longer involved in support (see below for more information). You are always welcome to re-engage with Aged Care Navigation services if or when you're ready to.

Support person

You have the right to have a support person present when accessing services from QPP. A "support person" is an individual who plays a role in assisting you and can encompass various types of support including:

- Emotional support to provide comfort and reassurance during challenging or stressful situations.
- Cultural support to help bridge cultural gaps, ensuring that the service respects and considers cultural norms, values, and traditions.
- Accessibility support to assist in navigating physical or digital barriers, communicate on your behalf when necessary, and advocate for accessible accommodations to ensure your full participation.
- Informational support to assist in understanding complex information or making informed decisions.
- Advocacy to ensure your needs and preferences are considered and respected.

Talk to your Aged Care Navigator if you have a support person you would like to be present during your interaction with QPP.

Giving consent to share information – privacy and confidentiality

Your information is managed under the terms of your written (or verbal) consent (or consent of your guardian). To provide you with services, QPP may need to share information with other services or organisations.

What information does QPP collect?

To assist in providing support services to you, QPP staff are required to keep a client record of your information and the services provided to you. The types of information you may be asked to provide will depend on the service being provided, and may include:

- Personal details such as name, date of birth, address and contact telephone numbers.
- Health information such as relevant medical records or notes.
- Lifestyle information such as personal interests, living arrangements.
- Social information such as family structure, social supports, relationship matters.

Who will have access to my client file?

- All information located in your client file is accessible to relevant QPP staff members; for the purposes of undertaking their role as part of your support. Access to your information is not provided unnecessarily.
- Client file records are kept in electronic form on a database which requires a password. This protects against unauthorised access and maintains your privacy and confidentiality. Any paperwork collected is securely stored and disposed of after being uploaded onto the database.
- QPP stores all client data in accordance with Australian Privacy law and principles.
- Some basic information will be shared with Care Finder consortia partners (Micah and Community) to assist with intake and allocation. Consortia partners must also adhere to Queensland Privacy Laws.
- On completion (closure) of support services your records will be securely archived for periods as legally required. Currently these are 7 years for an adult and up until the age of 25 for minors.
- You have the right to access the information stored in your file.
- If you would like access to information stored in your file, please ask your worker, or contact QPP (contact details are on the front of this handbook).

Sharing my information for reporting purposes

QPP are required to report to our funding bodies. We also use report information to review and improve our processes and services. These reports are de-identified, which means:

- They do not use any personally identifying information, such as name, date of birth or address.
- They only use information such as country of birth, gender, age range, region of service, Indigenous or Medicare status.

The limits of confidentiality

- QPP will only collect necessary personal information to complete our roles and activities.
- QPP will only share information with third parties when required to provide you with support services, with your consent.
- QPP may need to disclose personal information without your consent to comply with legal requirements (such as an emergency where you or another person are at risk of harm), court orders, or law enforcement requests.
- In these circumstances, QPP would seek to only disclose information in good faith and where required.
- QPP will always intend to inform you regarding these requests, however there may be rare circumstances where this is not possible.

Providing general consent to share information

To ensure optimal support, your Aged Care Navigator may share your information with external parties or services. Before doing so, your worker will communicate with you and only discuss relevant matters when contacting external parties. This is known as "general consent to share information".

Examples of other people or services you may agree (consent) to us sharing information with may include:

- Your doctors or Medical Specialists.
- Hospital or Pharmacy.
- Health professionals such as Psychologists or Dieticians.
- Specialist teams such as mental health or sexual health services.
- Other service providers such as housing or community support services.

Support closure

It is our standard procedure for your Aged Care Navigator to inform other services when QPP is no longer providing support to you. This will occur whether the support closure is planned or unplanned (for example, in cases where we lose contact with you).

Consent exclusions

You have the right to specify individuals or agencies you do not wish QPP to contact or share information with. This is known as 'consent exclusions'. You can discuss your consent exclusion preferences with your Aged Care Navigator. There is space provided on your consent form to document your consent exclusions.

Alternate and emergency contact plan

Having an emergency contact allows QPP to quickly reach someone close to you in urgent or crisis situations. It ensures that your chosen contact person is informed and can provide assistance when needed.

An alternate contact plan is important as a backup option, in case we are unable to reach you. It helps us maintain communication and support continuity during unforeseen circumstances.

We encourage you to discuss your alternate and emergency contact people with your Aged Care Navigator and document these on your consent form.

Feedback, compliments, and complaints

QPP is committed to providing high quality services as laid out in this handbook. We welcome feedback, compliments and complaints regarding any aspect of our services. Sharing your experience helps us deliver better services for you and future clients.

Making a complaint

We encourage you to raise any concerns/complaints with your Aged Care Navigator. If you are not comfortable discussing the matter with your Aged Care Navigator, you can reach out someone else at QPP.

You are also welcome you to use an advocate or support person to assist you in giving feedback.

At QPP, we take complaints seriously and strive to handle them effectively. We follow these principles when addressing complaints:

- 1. Fairness and justice:** We carefully review complaints to ensure that the process is fair and just for all parties involved.
- 2. Prompt resolution:** We aim to resolve complaints as quickly as possible.
- 3. Confidentiality:** We respect the privacy of complainants and those involved in the complaint throughout the resolution process.

For more information, please refer to our Feedback and Complaints Policy on the QPP website or ask a staff member to provide it to you.

Appeals process

If you are not satisfied with the outcome of your complaint, you have the right to appeal a decision. More information about our appeals process can be found on our website.

If you are remain unsatisfied after the appeal process, you may lodge a complaint with an external agency such as the Office of the Health Ombudsman (please see www.hqcc.qld.gov.au for further information) or Queensland Health (www.health.qld.gov.au/comments)

Making a compliment

If you are happy with the service you received and would like to submit a compliment, you can contact us:

You can make a complaint, or give a compliment by contacting us:

By phone:
07 30135555

By email:
feedback@qpp.org.au

Or letter:
Attn: Feedback Box
PO Box 7403
East Brisbane, QLD 4169



In an emergency or crisis

The Aged Care Navigation program is delivered within business hours. Our services do not replace crisis or emergency services. Below are some options if you find yourself in a crisis or emergency:

000 Emergency Services

To get help from Police, Fire or Ambulance in an emergency, call Triple Zero (000) from any phone in Australia. An emergency is when someone's life is in danger, or when you need help quickly from the Police, Fire or Ambulance services.

Lifeline

Lifeline is a non-profit organisation that provides free, 24-hour telephone crisis support service in Australia. Volunteer crisis supporters provide suicide prevention services, mental health support and emotional assistance, not only via telephone but online

Contact: 13 11 14

Website: <https://www.lifeline.org.au/>

Adis Alcohol and Drug Support

Adis 24/7 Alcohol and Drug Support is a 24 hour, 7 day a week confidential support service for people in Queensland with alcohol and other drug concerns, their families and health professionals.

Contact: 1800 177 833.

Homeless Hotline

Homeless Hotline is a phone information and referral service for people who are experiencing homelessness or are at risk of homelessness. The Homeless Hotline operates 24 hours a day, 7 days a week.

Contact: 1800 474 753

Ask Izzy

Ask Izzy is a mobile website that connects people who are in crisis with the services they need right now and nearby.

Website: <https://askizzy.org.au/>





ABN 89 010 040 914
www.qpp.org.au
1800 636 241