

# CLIENT HANDBOOK





## CONTENT

Contacts Page .....	3
Welcome to Footprints .....	4
About Us .....	6
Vision, Mission and Values .....	7
Footprints Services .....	8
Your Rights.....	9
Charter of Aged Care Rights.....	10
The NDIS Code of Conduct .....	11
Eligibility and Waitlist.....	12
Can Someone Speak On My Behalf .....	13
Your Support, Your Way.....	14
Client Responsibilities .....	15
What To Expect From Your Worker.....	16
Safety .....	18
Privacy .....	20
Quality .....	21
What if I Am Unhappy With This Service .....	22
Feedback.....	23
Service Exit .....	25
Useful Contacts For You .....	26

# CONTACTS PAGE

## CLIENT DETAILS



Name: \_\_\_\_\_



Contact Number: \_\_\_\_\_



Emergency Numbers: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## FOOTPRINTS CONTACT DETAILS



1800 FOOTPRINTS (1800 366 877) - Mon-Fri 7.30am-4.30pm



admin@footprintscommunity.org.au



www.footprintscommunity.org.au

Keep this information safe,  
in case you need to contact us.

# WELCOME TO FOOTPRINTS

Thank you for selecting us and we welcome you to Footprints.

This handbook is designed to:

- ✓ provide you with information about the range of services offered by Footprints
- ✓ assist you to know who to contact when you need to
- ✓ outline Footprints 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 or pass our contact information onto someone who may be interested in our services. Our contact details are included on the back cover of this Handbook or you can chat with your Footprints worker.



If you or your family 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 to obtain a larger print version or ask for clarification.



## ABOUT US

Footprints is a well-regarded not-for-profit provider of community based services, working in the community for over 30 years.

We are committed to assisting people in the community who require additional support to gain access to services they need.

- ✓ Older people
- ✓ Socially isolated and disadvantaged people
- ✓ Individuals with complex needs and/or disability
- ✓ People experiencing mental illness
- ✓ People at risk of homelessness.

Footprints adopts a non-discriminatory practice and working alongside people with respect and dignity.

Our highly skilled workforce operate within a client centred practice framework ensuring principles of strengths-based practice are implemented into service delivery.

We believe in independence, strength and choice. We work with people and their representatives, at their own pace, to provide support to achieve their identified outcomes.

## VISION

An inclusive community where individuals can maintain an independent lifestyle of their choice.

## MISSION

To be responsive, innovative, professional and timely in providing care and support for each client.

## VALUES

**Client centred** — We actively support each client's choices, respecting their values and personal uniqueness.

**Inclusion** — We promote the right for individuals to access the resources they need to live safely and securely in the community.

**Respect** — We hold people in positive regard and treat them with courtesy and consideration.

Footprints as a client-centred organisation, is focused on providing safe, reliable and quality services that are inclusive.

Our motto is 'Better Together' which is the premise from which we practice, by walking alongside people with dignity and respect empowering them on their support journey.

# FOOTPRINTS SERVICES

Your individual situation matters

Whatever it may be, we are here to offer you support.

So if there is something you would like or need please contact us or chat with your Footprints worker.

The services that we provide in the community are:

- ✓ Allied health
- ✓ Care coordination
- ✓ Case management
- ✓ Disability support
- ✓ Hoarding and squalor services
- ✓ Homeless support services
- ✓ Housing information and support
- ✓ Information and advocacy
- ✓ Lived experience support
- ✓ Nursing
- ✓ Outreach services and specialist response
- ✓ Psychosocial support and education
- ✓ Social prescribing and link work
- ✓ Social, recreational, leisure activities and psychosocial therapeutic groups
- ✓ Social volunteer visits
- ✓ Support coordination
- ✓ Support to link you with services
- ✓ Transportation and community access



# YOUR RIGHTS

You have the right to:

- ✓ be assessed for eligibility to receive services without discrimination
- ✓ know what services are available and choose what services you require to meet your needs
- ✓ receive a written support plan outlining the services you will receive
- ✓ privacy, dignity and confidentiality
- ✓ provide feedback about a service without fear and have your concern dealt with fairly and promptly
- ✓ be represented by an advocate of your choice in relation to any aspect of your service delivery, or concerns raised.

Your rights may co-exist with other rights depending on the program, care and services you receive. Refer to pages 10–11 for more information.



# Charter of Aged Care Rights

**All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.**

## **I have the right to:**

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

## **If you have concerns about the aged care you are receiving, you can:**

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.



NDIS Quality  
and Safeguards  
Commission



# The NDIS Code of Conduct

The NDIS Code of Conduct applies to all NDIS providers and workers (including employees and contractors).

## What does the Code require?

Anyone providing supports and services to people with disability must:



### Respect the rights of the person

Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with relevant laws and conventions



### Respect privacy

Respect the privacy of people with disability



### Act with integrity

Provide supports and services with integrity, honesty and transparency



### Deliver services competently

Provide supports and services in a safe and competent manner with care and skill



### Take action on quality and safety

Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability



### Prevent violence, neglect, abuse and exploitation

Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect and abuse of people with disability



### Prevent sexual misconduct

Take all reasonable steps to prevent and respond to sexual misconduct.

If you witness any activity that breaches the NDIS Code of Conduct, either at your organisation or at another provider, you should report it to the NDIS Commission. Your report will help us take direct action to protect the safety of people with disability.

## To report a possible breach of the NDIS Code of Conduct call 1800 035 544.

For more information about the NDIS Code of Conduct, visit the NDIS Quality and Safeguards Commission website at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

## ELIGIBILITY AND WAITLIST

Footprints celebrates diversity and actively considers the needs of and creates access for our diverse community including but not limited to people who are:

- ✓ Aboriginal and Torres Strait Islander People
- ✓ from diverse communities
- ✓ experiencing or are at risk of homelessness
- ✓ financially and socially disadvantaged
- ✓ from culturally and linguistically diverse backgrounds.

Each program has its own eligibility criteria and should you be determined as ineligible for a service you will be advised of the reason and provided (if possible) contact details of other suitable organisations. If you disagree with the decision you have the right to appeal with the relevant Program Manager.

At times, it may be necessary to put you on a waitlist for a program/service. Should there be any occasion that you are on a waiting list for a service at Footprints, your Footprints worker will manage this to ensure fair, equitable and timely access to services is maintained.

People who are assessed as having particularly complex needs, vulnerable and whose needs may not be met elsewhere will be given priority.



## CAN SOMEONE SPEAK ON MY BEHALF?

Yes. You can ask a family member, friend, an independent person or another organisation to advocate on your behalf. Refer to pages for 26–27 for services that can best assist you.

### ADVOCACY

An advocate is a person who represents and works with people who may need support and encouragement to exercise their rights, in order to ensure their rights are upheld. They will always seek your permission before taking action or speaking for you.

- ✓ You have the right to use an advocate of your choice to negotiate on your behalf, to self-advocate, change your advocate and decide not to use an advocate.
- ✓ A list of advocacy services is provided on pages 26–27. Your Footprints worker can assist you to contact a service if you like.
- ✓ If you wish to nominate an advocate please let your Footprints worker know.



## YOUR SUPPORT — YOUR WAY

Your support will be provided collaboratively; Footprints staff will work in partnership with you. You and your chosen representative (where appointed) will be at the centre of identifying your needs. A plan of support will be developed and agreed upon by you. Your support plan will be reviewed on a regular basis as required in line with your changing needs.

## CLIENT RESPONSIBILITIES

- ✓ If you need to make any changes/cancel your scheduled services and support, please contact us on 1800 FOOTPRINTS (1800 366 877) or 07 3252 3488. Where possible, please provide 24 hours or more notice.

For some services, if you are unable to provide 24 hours notice you may be charged for the full service.

If Footprints is required to cancel your services due to unforeseen circumstance (staff sickness or unsafe weather conditions), we will do our best to reschedule your service in ASAP.

- ✓ Act in a way that respects the rights of the staff who are providing your services.
- ✓ To make sure staff are not obstructed in doing their work or put at any risk.
- ✓ Ensure your property is safe for staff.
- ✓ Inform your Footprints worker of any changes to your situation/circumstance/service.

# WHAT TO EXPECT FROM YOUR WORKER

Your Footprints worker will:

- ✓ involve you in decisions about the services you receive
- ✓ respect your right to refuse services without prejudice
- ✓ ensure authorisation is obtained from you or your representative before your information is provided to other persons or organisations, except where there is a legal obligation to provide it
- ✓ recognise the role of your representative and be responsive to their need for support
- ✓ be responsive and inclusive to your individual diversity
- ✓ accept your choice and involvement of an advocate to represent your interest
- ✓ allow you or your representative access to information held by us about you (where the representative is the legal guardian or has been authorised by you)
- ✓ take into account your views when planning, managing and evaluating service provision.

Footprints has a duty of care to you. This means we must act as any other reasonable person would towards keeping you safe from immediate significant danger, and help protect you from being put at risk of significant harm.





Footprints staff will:

- ✓ always act in your best interest and be prepared to advocate on your behalf should the need arise
- ✓ not act, or fail to act, in a way that results in harm
- ✓ act within our competence and program guidelines and not take on anything we do not believe we can do safely.

In the instance of any incidents that may arise in the course of service delivery, Footprints may be obligated to make reports to external bodies, in line with legislation, standards and funding obligations.

Our privacy policy provides more information on this and is available on our website. We are committed to responding and communicating with you in an open, honest and transparent way in response to incidents and feedback, and working with you on solutions.



## SAFETY

Your safety and the safety of our workers is of utmost importance.

Footprints works to establish a safe environment and actions in response to incidents which affect, or have the potential to affect the physical health, mental health, safety or wellbeing of staff, clients or representatives. Incidents are appropriately reported and managed in a way that is responsive to the immediate circumstances of the incident, the rights of those involved, and the need to minimise any chance of recurrence, as far as possible.

Footprints workers undergo criminal history checks and require a valid Yellow Card or NDIS Worker Screening Check and driver licence (if providing transportation). Workers using their own cars are required to have comprehensive insurance and vehicle registration.



Our workers are not permitted to:

- ✓ provide services that are not agreed upon in your plan
- ✓ provide financial or legal advice
- ✓ accept gifts of value or money
- ✓ act as an Power of Attorney (EPOA/POA)
- ✓ offer to buy any of your belongings
- ✓ disclose to you any information about their employment current or future outside of their Footprints role.

We strongly recommend you carefully store any precious items when we provide services in your home (e.g. heirlooms, keepsakes). While we take every care with your personal items, we are not responsible for accidental loss or damage of these items.

# PRIVACY

Under the *Privacy Act 1988* (Cth), the *Information Privacy Act 2009* (Qld), the *Privacy and Personal Information Protection Act 1998* (NSW) and the *Health Records Information Privacy Act 2002* (NSW), Footprints Community (Footprints) must fulfil certain requirements when it collects and discloses personal information. Personal information is any information that identifies you and includes sensitive and health information.

Protecting your privacy is very important to us and we are committed to handling your personal information in accordance with our obligations.

All personal information collected from you will be securely stored by us. All reasonable steps will also be taken to ensure information is accurate and up to date.

All information disclosed to us is kept confidential, except where we have your consent to share it, or are required to by law (e.g. if we observe or are told about acts which may be abusive and/or criminal, we may be obligated to report these).

If you would like more information about Footprints Privacy please visit our website or request a copy of our Privacy Policy from your Footprints worker.



## QUALITY

Footprints ensures that high quality, safe, effective and efficient care that is client focused and evidence-based, is delivered in relation to the care needs of each client every time. We have a duty to maintain the quality and safety of the care and services which we provide and to be able to demonstrate our ability to do so through several means. Footprints undergoes regular quality reviews and audits internally and by external assessors and auditors including but not limited to the Human Services Quality Framework, National Disability Insurance Scheme Practice Standards, and Aged Care Quality and Safety Commission Standards.



## WHAT IF I AM NOT HAPPY WITH THIS SERVICE?

Footprints aim to provide services that meet the needs of our clients, so we would like to know if you have any concerns you with our service provision

Service planning is about you, and where reasonably possible, we strive to tailor your service specifically to you.

Plan reviews can occur at anytime—please let our staff know that you are not happy with your service and you would like your service plan reviewed.

# FEEDBACK

Feedback is the process of sharing a compliment or suggestion about how Footprints may be able to do something better, in addition to you being able to raise a concern or make a complaint.

Feedback is encouraged and valued. Feedback helps us to have more understanding of what is working well and where there are opportunities for improvement.

There are several ways to share Feedback.

- ✓ in-person at your local Footprints office or where you receive your service
- ✓ completing a feedback form (available at our office, on our website or provided upon intake).
- ✓ by calling 1800 FOOTPRINTS (1800 366 877)
- ✓ by email to [feedback@footprintscommunity.org.au](mailto:feedback@footprintscommunity.org.au)
- ✓ with the Consumer Consultant who can be contacted by email at:  
[consumer.representative@footprintscommunity.org.au](mailto:consumer.representative@footprintscommunity.org.au)
- ✓ by sending a letter to PO Box 735 New Farm QLD 4005

Alternatively, you may choose to utilise an external body such as an advocacy service to raise concerns on your behalf. Details of Advocacy services are in this handbook.

If the matter is not resolved by your Footprints worker, the relevant Program Manager will be notified and will investigate your concern/complaint

If the complaint remains unresolved, you may write to the CEO (marked Private and Confidential)  
c/o Footprints Community  
PO Box 735 New Farm QLD 4005.

Where possible, all complaints are dealt with by those directly involved within a period of ten (10) working days.

All complaints will be treated in confidence and will not affect the quality of services and support you receive from Footprints. Once your complaint has been finalised, we may contact you to make sure you still feel comfortable to access services and to ask for your feedback on the complaints process.

If you prefer not to discuss your complaint with us or your complaint has not been resolved, you can contact one of the external complaint bodies detailed on pages 27–28.

## Surveys

From time to time we may ask you or your family to participate in surveys or other activities that help us understand how well we are delivering services and how we could improve in the future.

Participating in these activities is optional, however we urge you to have your say.

The results of these surveys and from feedback received will be incorporated into service planning and delivery.



## SERVICE EXIT

During intake, you (and/or your representative) will be informed of the procedures for service exit.

Service exit may occur for any of the following:

- ✓ case closure due to improvement in a client's situation, changes in living arrangements, transfer to another organisation, entry to residential care or achievement of goal/s
- ✓ client requests service exit
- ✓ clients specific needs are outside the scope of Footprints
- ✓ other funded government programs are available that meet client's needs
- ✓ government funding is withdrawn.

Your Footprints worker will work with you (and/or your representative) during any process that may involve the exit of services.

You have the right to:

- ✓ withdraw services at any time
- ✓ be provided with information on and support to access other organisations to ensure a smooth transition
- ✓ involve an advocate
- ✓ request services again at any time.

# USEFUL CONTACTS FOR YOU

## ADVOCACY

### **Aged and Disability Advocacy (ADA) Australia**

Provides advocacy services to older people and people with a disability across Queensland. Services are free, confidential and client focused.

**1800 818 338** (free call, 9am – 4pm Mon – Fri) or **07 3637 6000**

[www.adaaustralia.com.au](http://www.adaaustralia.com.au)

### **AMPARO Advocacy Inc.**

Acts on behalf of vulnerable people from non-English speaking backgrounds who have a disability.

**07 3354 4900**

[www.amparo.org.au](http://www.amparo.org.au)

### **Carers Queensland (Qld)**

We are making life better by providing specialised carer, aged, registered training, and disability support services.

**07 3900 8100** (9am – 5pm, Mon – Fri)

[www.carersqld.com.au](http://www.carersqld.com.au)

### **Carers New South Wales (NSW)**

We are making life better by providing specialised carer, aged, registered training, and disability support services.

**02 9280 4744** (9am – 5pm, Mon – Fri)

[www.carersnsw.org.au](http://www.carersnsw.org.au)

## **Older Persons Advocacy Network (previously known as the National Aged Care Advocacy Line)**

This number will connect you with the aged care advocacy service in your state or territory, ADA Australia.

**1800 700 600** (free call, 8am – 8pm, Mon – Fri)

[www.opan.com.au](http://www.opan.com.au)

## **Queensland Advocacy Inc. (QAI) (Qld)**

Independent community based, individual, systemic and legal advocacy organisation for people with a disability and mental health issues.

**1300 130 582** or **07 3844 4200**

[www.qai.org.au](http://www.qai.org.au)

## **Speaking Up For You (SUFY) (Qld)**

Independent social advocacy organisation for people with a disability in the greater Brisbane and Moreton Bay area including Redlands and parts of Ipswich.

**07 3255 1244**

[www.sufy.org.au](http://www.sufy.org.au)

## **Seniors Rights Service (NSW)**

Seniors Rights Service is a community organisation dedicated to protecting and advancing the rights of older people in New South Wales.

**1800 424 079** (free call, 9am - 5pm Mon - Fri) or **02 9281 3600**

[www.seniorsrightsservice.org.au](http://www.seniorsrightsservice.org.au)

## COMPLAINTS/EXTERNAL APPEALS

### **Aged Care Quality and Safety Commission**

For complaints about aged care services (including home care and aged care homes).

**1800 951 822** (free call)

[www.agedcarequality.gov.au/making-complaint](http://www.agedcarequality.gov.au/making-complaint)

### **Department of Child Safety, Seniors and Disability Services (DCSSDS) (Qld)**

For complaints about services that are funded by the Department – Queensland Community Support Scheme (QCSS).

**1800 491 467** (free call)

[www.dcssds.qld.gov.au/contact-us/compliments-complaints](http://www.dcssds.qld.gov.au/contact-us/compliments-complaints)

### **Human Rights Commission (Qld)**

Handles complaints under the *Anti-Discrimination Act 1991* (Qld) and *Human Rights Act 2019* (Qld).

**1300 130 670** (free call)

[www.qhrc.qld.gov.au/complaints](http://www.qhrc.qld.gov.au/complaints)

### **NDIS Quality and Safeguards Commission**

NDIS participants can take any concerns about services they are receiving to the NDIS Commission.

**1800 035 544** (free call)

[www.ndiscommission.gov.au/contact-us/makeacomplaint](http://www.ndiscommission.gov.au/contact-us/makeacomplaint)

### **Office of the Chief Psychiatrist**

Contact the Office for information about the *Mental Health Act 2016* (Qld). The Chief Psychiatrist can investigate serious matters concerning the administration of the Act including rights of patients.

**1800 989 451** (free call) or **07 3328 9899**

## **Office of the Health Ombudsman (Qld)**

For complaints about public, private and community-based health services and health service providers.

**133 OHO (133 646)** (8.30am – 4.30pm, Mon – Fri)

[www.oho.qld.gov.au](http://www.oho.qld.gov.au)

## **Health Care Complaints Commission (NSW)**

The Health Care Complaints Commission acts to protect public health and safety by resolving, investigating and prosecuting complaints about health care.

**1800 043 159** (free call 8.30am – 4.30pm, Mon – Fri)

or **02 9219 7444**

[www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)

## **Office of the Public Guardian (OPG) (Qld)**

Investigates allegations of abuse, neglect or exploitation, and advocates and mediates on behalf of adults with impaired decision-making capacity.

**1300 653 187**

[www.publicguardian.qld.gov.au](http://www.publicguardian.qld.gov.au)

## **NSW Trustee and Guardian (NSW)**

Protects, promotes and supports the rights, dignity, choices and wishes of the people of NSW.

**1300 109 290**

[www.tag.nsw.gov.au](http://www.tag.nsw.gov.au)

## LANGUAGE SERVICES

Footprints is committed to providing effective communication to improve access to service information and to assist people to access and understand services available and provided.

Professional interpreting and translating services are available upon request or will be organised if the need is identified.

Clients will also be provided with information about their services and support in their preferred language and mode of communication.

### **Deaf Connect**

Australia's largest whole-of-life service provider for the Deaf, hard of hearing and deafblind communities.

**1800 893- 855**

[www.deafconnect.org.au](http://www.deafconnect.org.au)

### **Support with Interpreting and Translating**

Communication (SWITC)

Assists in booking an interpreter or translator.

**07 3892 8559** (9am – 5pm, Mon – Fri)

[www.switc.org.au](http://www.switc.org.au)

### **Translating and Interpreting Services (TIS)**

An interpreting service for people who do not speak English and for services that need to communicate with their non-English speaking clients.

**131 450** (24hrs, 7 days)

[www.tisnational.gov.au](http://www.tisnational.gov.au)

## OTHER SERVICES

### **Beyond Blue**

Provides support and treatment advice to help manage your depression.

**1300 224 636** (24hrs, 7 days)

### **Homeless Hotline**

Phone information and referral service on where to find support, accommodation, meals and showers.

**1800 474 753** (free call, 24hrs, 7 days)

### **Independent Patient Rights Advisers (IPRA)**

Provides advice to people who have been diagnosed with a mental illness and are currently receiving treatment through a public hospital. IPRA's may also provide advice to nominated representative.

**1300 477 243** (7am – 5.30pm)

### **Lifeline**

Provides compassionate support for people in crisis. No judgement. Just a human connection to help people get through their darkest moments.

**131 114** (24hrs, 7 days)

### **Mental Health Call (MHCALL)**


Links individuals to their nearest Queensland Public Mental Health Service, and can provide support, information, advice and referral.

**1300 642 255** (24hrs, 7 days)

**CALL 000 FOR EMERGENCIES**

# CONTACT US

Operating hours: 7.30am – 4.30pm

 1800 FOOTPRINTS (1800 366 877)  
or 07 3252 3488

 07 3252 3688

 [admin@footprintscommunity.org.au](mailto:admin@footprintscommunity.org.au)

 [www.footprintscommunity.org.au](http://www.footprintscommunity.org.au)

PO Box 735 New Farm QLD 4005



Registered NDIS Provider

## PUTTING PEOPLE FIRST ...



For outstanding performance in work practices and employee engagement.



Services supported by Australian and Queensland Governments and Primary Health Networks.



Australian Government



Queensland Government