

Client Handbook



Contact Details

Footprints contact person:

Contact number:

Other useful contact numbers:

Assistance reading this handbook



If you or your family have vision or hearing difficulties or require assistance with translation, please let us know and we will arrange assistance. Alternatively, language services are detailed on page 20.

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About Us

Footprints is a respected not-for-profit organisation that has provided community-based services for over 30 years.

We specialise in supporting older people, individuals with disability, people with mental health concerns, and those at risk of homelessness.

We understand that trauma may be a factor in many people's lives. Our experienced staff will tailor services considerate of your journey and support you in meeting your individual goals at a pace that works for you.

Our motto 'living well together' is how we practice — we focus on what you can do rather than what you can't do and walk alongside you with dignity and respect on your support journey.

Our goal is to help you live safely and independently in your community while respecting your rights and the choices you make.



Vision

People shape their own path
in a connected community
where everyone belongs.

Mission

We provide responsive,
person-led services
that create pathways to
independence and wellbeing.



Purpose

We act with
intention and
focus on what
truly matters.

Action

We work with
determination
when those we
support need
us most.

Teamwork

We foster authentic
connections across
our organisation
and beyond.

Humility

We listen first
and act with care,
inspiring belief in
what's possible,
one step at a time.

Your Rights

You have the right to:

Quality Care Receive safe, high-quality care and support.

Respect Receive eligible services without discrimination and be listened to and understood, with dignity.

Advocacy Be represented by an advocate of your choice relating to any aspect of your service delivery, or concerns raised.

Information and choice Know what services are available, choose services to meet your needs and be informed about your support plan and options.

Privacy Have access to your personal, confidential information and control who else has access to it.

Give feedback Provide feedback about a service without fear and have your concern dealt with fairly and promptly.

Footprints adheres to the rights laid out in the:

- Charter of Aged Care Rights
- Aged Care Code of Conduct
- NDIS Code of Conduct
- Human Services Quality Framework.

For more information about your rights, visit our website by scanning the QR code.



Can someone speak on my behalf?

You can ask a family member, friend, an independent person or another organisation to advocate on your behalf.

Refer to pages 16–17 for services that can best assist you.

Advocacy

An advocate is an independent person chosen by you.

The role of an advocate is to support a person when they feel they need assistance to understand something, when they don't feel confident that their rights are being upheld, when they need to be heard, or to hear information that can be discussed later, to assist with informed decision-making.

- 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 16–17. 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.



Client Responsibilities

If you need to make any changes/cancel your scheduled services and support, please contact us on 1800 366 877 or 07 3252 3488.

- Where possible, please provide 24 hours or more notice.
- For some services, such as in Aged Care, if you don't provide two business days' (48 hours') notice, you may be charged for the service. We will consider waiving the fee where there is evidence of an emergency.

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 ASAP.

- Respect the rights of the staff providing your services and treat them with courtesy. Bullying, abusive, rude, or offensive language or behaviour is not acceptable and may impact the continuation of your service.
- Ensure that staff can perform their duties without obstruction or unnecessary risk by maintaining a safe, hazard-free environment. This includes proactively identifying and addressing potential safety issues, providing adequate space and resources for staff to work effectively, and fostering a workplace where staff wellbeing and operational efficiency are prioritised.
- Inform your Footprints worker of any changes to your situation/circumstance/service.



What To Expect From Your Worker

At Footprints, we are committed to supporting you safely while respecting your choices.

Your Footprints worker will:

- Involve you in decisions about the services you receive.
- Respect your rights and personal choices.
- Recognise the role of your representative and respond to their support needs.
- Be respectful and inclusive of your individual background, culture, and preferences.
- Listen to your views when planning, managing, and reviewing your services.

We have a duty of care to keep you safe from serious harm.

At the same time, we understand that taking some risks can be part of living a full and independent life. We will work with you to manage risks safely, while supporting your right to make informed choices about your own life.

Our staff will:

- Act in your best interests and support you if you want us to advocate on your behalf.
- Avoid actions that could cause harm to you or themselves.
- Work within their skills, training, and scope of practice to provide services safely.

Sometimes, we may need to report incidents to external authorities, as required by law. Our Privacy Policy explains more about this and is available on our website.

We promise to communicate openly with you about any incidents or feedback and to work together to find solutions.



Safety

At Footprints, your safety and wellbeing, as well as that of our workers, are our highest priority.

We work to ensure a safe environment for everyone and carry out risk assessments as part of our service provision. Any situation that could affect physical or mental health is promptly reported, reviewed, and managed individually.

All Footprints workers undergo the necessary screening and hold the appropriate credentials to provide safe, high-quality support.

Our workers are not permitted to:

- Provide services outside of what is agreed in your care plan
- Give financial or legal advice
- Accept gifts of value or money
- Act as your Power of Attorney (EPOA/POA)
- Purchase any of your belongings
- Share information about their employment with Footprints, past or future, outside of their role.

We also recommend storing your valuable or precious items (such as heirlooms or keepsakes) safely when our workers are providing services in your home. While our workers take every care with your belongings, Footprints cannot take responsibility for accidental loss or damage.



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 must fulfil certain requirements regarding the management of your personal information. Personal information is any information that identifies you and includes sensitive and health information.

All personal information will be securely stored by us and not shared with anyone without your consent except when there is a lawful requirement to do so.

Your information will be stored safely, accurately and as up to date as possible with the information known to Footprints. Your support to keep us informed of any changes will assist with accuracy.

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

At Footprints, we are committed to providing compassionate, person-centred care that is safe, effective, and tailored to you.

We are committed to continuously improving our services and value your feedback to help us do even better.

Our services are regularly reviewed through both internal checks and external assessments, including:

- Aged Care Quality and Safety Commission Standards
- National Disability Insurance Scheme Practice Standards
- Human Services Quality Framework.

As part of our ongoing commitment to quality, Footprints also works to meet additional standards that guide safe and effective service delivery, including:

- National Safety and Quality Mental Health Standards for Community Managed Organisations
- National Safety and Quality Digital Mental Health Standards
- National Principles for Child Safe Organisations.





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 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.

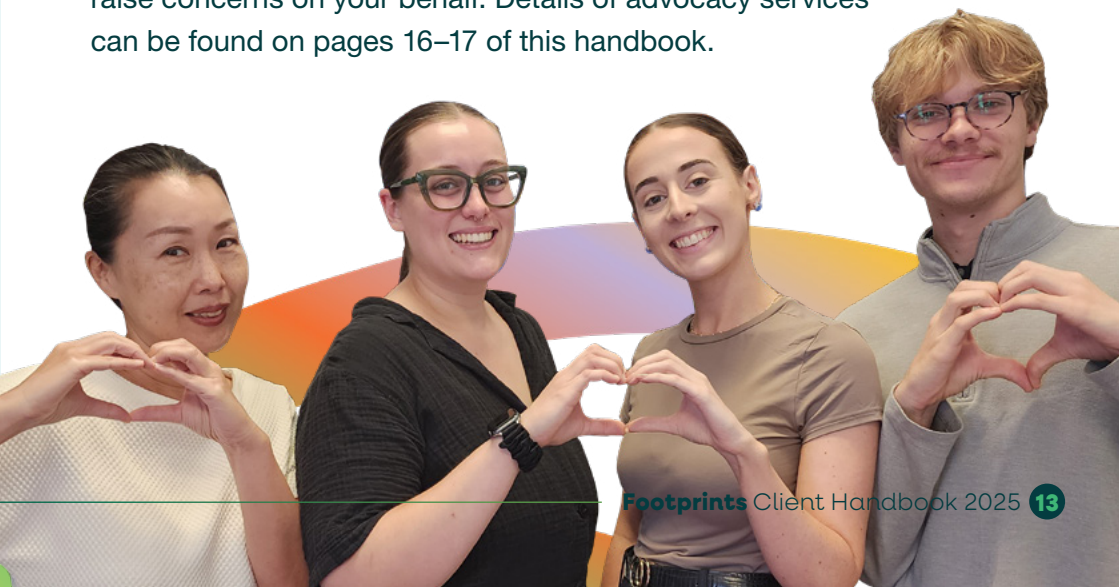
Feedback

Feedback is your way of letting us know what's going well, what could be improved, or if you have a concern or complaint. We encourage and value all feedback because it helps us provide better services for you.

You can share feedback in a number of ways:

In person	At your local Footprints location
Feedback form	Available at our office, on our website, or provided when you start with us.
Phone	1800 366 877
Email	feedback@footprintscommunity.org.au
Mail	P.O. Box 735, New Farm QLD 4005

You may also choose to use an external advocacy service to raise concerns on your behalf. Details of advocacy services can be found on pages 16–17 of this handbook.



We make every effort to resolve concerns or complaints within the service team. Written complaints are overseen by the relevant Manager.

If your concern or complaint is not resolved, you can write to the **CEO** (marked Private and Confidential):

Tanya Bell
Chief Executive Officer
c/o Footprints Community
P.O. Box 735, New Farm QLD 4005

Where possible, complaints are handled by those directly involved within ten (10) working days. All complaints are treated confidentially and will not affect the services you receive. Once your complaint is resolved, we may contact you to ensure you feel comfortable accessing services and to ask for your feedback on the process.

If you prefer not to discuss your complaint with us, or if it remains unresolved, you can contact an external complaint body (see pages 18–19).

Surveys

Occasionally, we may ask you or your family to take part in surveys or other activities to help us understand how well we are delivering services and where we can improve.

Participation is optional, but we encourage you to share your thoughts. The results from surveys and feedback help us plan and improve our services.

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:

- Period of service closure due to improvement in your situation, changes in living arrangements, transfer to another organisation, entry to other care or achievement of your goal/s
- You request service exit
- Your specific needs are outside the scope of Footprints
- Other funded government programs are available that better meet your needs
- Your 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 including temporary transition.

You have the right to:

- Withdraw services at any time
- Be provided with information on other organisations and be supported to access their services, ensuring a smooth transition
- Be provided with a transition plan to support a safe exit from our services
- Have an advocate speak on your behalf
- Request services again at any time.

Useful Contacts

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

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

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

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

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

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

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

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

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

Department of Families, Seniors, Disability Services and Child Safety (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

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

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

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

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

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

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

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

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

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

Other Services

FOR
EMERGENCIES
CALL
000

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)

Contact us

Main office hours: 7:30am – 4:30pm

admin@footprintscommunity.org.au

footprintscommunity.org.au

1800 366 877 or 07 3252 3488

PO Box 735 New Farm QLD 4006

Putting people first ...



Registered
NDIS Provider



Our services are supported by the Australian and Queensland Governments and Primary Health Networks.

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