

Your Rise Handbook



Rise
it's a good day for it





Welcome to Rise

This folder has information to help you understand how your services are delivered by Rise, and how we make sure everyone stays safe and happy. If you have questions, or want more details, please contact your coordinator. They are there to help.

We are committed to delivering great services and doing the right thing. We'll help you know and understand your rights and give you all the information you need to make the best choices for yourself.

Our purpose is to help people live a great life.

Our values drive what we do and how we do it:

- Integrity: We do the right thing. We are honest and communicate openly.
- Respect: We listen and trust. We treat you in a professional, courteous and caring manner and respect your privacy.
- Welcoming: We offer a place to belong. We celebrate uniqueness and welcome all cultures and backgrounds.
- Optimism: We are hopeful and confident.

These values are the foundation of everything we do and underpin our commitment to you. We also like being unique, and we celebrate and welcome everyone's individuality. We're so glad you have chosen to join our Rise community.

Yours sincerely,

Justine Colyer
CEO



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How We Support You

Our Commitment to you

We're here to make sure you're at the centre of your aged care.

You have the right to:

- Make your own decisions about your own life.
- Have your decisions not just accepted, but respected.
- Get information and support, including access to an advocate to help you make decisions.
- Communicate your wishes, needs and preferences.
- Express opinions about the services you receive and be heard.
- Feel safe and respected.
- Have your culture and identity respected.
- Stay connected with your community.

Our staff abide by the Australian Government's "Statement of Rights", the "Strengthened Aged Care Quality Standards", and follow "The Code of Conduct for Aged Care", which describes how to behave and treat people. A copy of these is included in your Service Agreement.

You can also access the "Statement of Rights" directly from the Australian Government's website: [health.gov.au](https://www.health.gov.au)

How you can help us

Just as we have our responsibilities, we ask you to please:

- Treat our team with respect, including the right to work in a safe environment.
- Tell us if your support needs change.
- Give us the information we need to create, deliver and review your support plan so it matches your needs and funding.
- Tell us when you're not happy with your support, so we can improve.



Rise Services

Domestic Assistance

- **Vacuuming and Mopping:** We can vacuum and mop the areas of the house that are used by the person receiving support. Sweeping is restricted to small areas.
- **Bathrooms and Toilets:** We can give your vanity, mirror and shower recess a general wipe. We can't scrub these areas. We can brush the toilet bowl and wipe the outer toilet and any aides in place.
- **Kitchen:** We can wipe benches, cooktops, stoves, microwaves, stack or unstack your dishwasher and take out your rubbish. We can occasionally wipe your fridge, cupboard doors and shelves and check for spoiled food.
- **Bedroom:** We can help you change your bed linen.
- **Laundry:** We can help you wash, dry and hang your clothes.
- **Stairs:** We can vacuum stairs if there's a light cordless vacuum.

Please refer to our 'Cleaning Equipment' guide for more information.

Shopping Assistance

We can go shopping with you, or you can stay home and we'll do it for you.

Personal Care

We can support you with getting dressed, showering, taking medication, brushing teeth and shaving.

Transport

We can drive you to appointments and social activities. Please give us at least a day or two's notice. Priority is given to medical appointments.



Social Support & Community Engagement

We can support you to access the community, including attending appointments, exercise groups, or visiting friends.

At home, we can spend time doing the things you enjoy, like cooking, reading or playing cards.

You can also join our Rise Social Groups to meet new people, try fun activities, enjoy meals, and take part in outings. You can help plan the program alongside other members to make sure every day is memorable.

Respite Services

Respite gives you the chance to enjoy time with us while your usual carers have a break.

- In-Home: We can visit you at home or take you to enjoy activities.
- Milperra Cottage Respite: You can enjoy personalised overnight stays in a charming three-bedroom home-like setting. Please speak to your coordinator to discuss funding options.

Home and Garden Maintenance

We can support you with home and garden maintenance. Please refer to the attachment we've provided in your welcome pack.

The purpose of the home and garden maintenance service is to support your safety, accessibility, health, and wellbeing.

Meals

- Home Cooking: We can support you to prepare, cook and/or serve your favourite meals. We can also provide support with menu planning and storing meals for later.
- Ready-to-Eat: You can also choose from a variety of nutritious pre-prepared meals delivered to your doorstep.



Providing Your Services

Safe Access to Your Home

You need to be present when we provide services in your home (except gardening and outdoor maintenance). If you need to leave before we finish, our staff member must also leave.

Under no circumstances can staff have a key to your home or belongings. If you want a safe way to grant access, consider using a key safe. Key safe codes will be stored safely in our database and only given to relevant staff as needed. Your key codes will not be recorded on your Support Plan.

Please inform your coordinator if you have surveillance systems installed at your property.

All Rise staff sign a "Confidentiality Agreement" and hold a current police clearance.

Smoking

We respect your choice to smoke, but please don't smoke while our staff are present. A staff member can choose not to work in your home if you smoke. If a suitable staff member is not available, services might be affected.

Pets

Dogs must be kept outside, or in another room, while we provide your services. If a team member needs access to the outside area, we may also ask for your dog to be appropriately restrained.

Cats or other pets may also need to be placed outside or in another room while staff are in your home.



Cleaning Equipment

Please provide the following for our staff to use:

- Cleaning cloths. We recommend at least one for the bathroom and another for the kitchen.
- A lightweight self-wringing mop.
- A lightweight vacuum that is preferably height adjustable.
- All equipment must be in good working order.
- Cleaning products from the approved list.

Accidental Damage

Our staff are careful, but accidents can happen. We won't be responsible for any accidental damage caused to fixtures, fittings and equipment in your home that occur during service. Please keep precious items stored away safely.

Keeping Everyone Safe

Just as we expect all Rise staff to be respectful towards you, we ask that you show that same respect to our team. Your home is our workplace when we're supporting you, and we have a legal obligation to ensure a safe workplace. There are certain tasks our staff can't do, and some precautions that must be taken, to ensure their safety.

Staff members can't:

- Work at heights. Removing cobwebs or cleaning fans must be possible with an extender broom.
- Perform heavy cleaning. This means we can't shampoo carpets, clean inside windows, wash curtains or scrub surfaces.
- Lift or move heavy furniture. If an item is not easy to move, we can't move it. We can move light furniture such as chairs and stools.
- Your in home service staff can't provide home maintenance such as changing light globes and gardening. For more details, speak to your coordinator.



Our Staff must:

- Stay safe with electricity. Staff members will bring and use a "residual current device" when using any electrical appliances in your home.
- Only use Rise approved cleaning equipment and products. Staff can't use items that have not been approved first. Ask the staff member for a copy of the approved list.

Safety Check

On the first visit to your home, and then periodically, we'll complete a safety check. This ensures our team's safety and points out any potential risks to you.

This check covers both the home and garden, including making sure electrical appliances are safe, cleaning products are approved and in their original packaging, and there are no risks from pets or poor ventilation.

Total Fire Bans, Extreme Weather and Seasonal Variations

When your Rise Home and Garden Maintenance Service falls on a total fire ban day as declared by Department of Fire and Emergency Services (DFES), or in the case of extreme weather or seasonal conditions (as defined by Rise), your service may be modified to ensure staff wellbeing and environmental safety.

In consultation with you, alternative tasks can be completed during the service.

Please note: DFES stipulate restrictions to the use of specific machinery during a designated event. Rise will always comply with this advice.



Cancelling or Rescheduling your Services

Cancelling or Rescheduling your Services

Public Holiday Support

Occasionally Rise may have to reschedule or cancel a support visit. If this happens, we'll contact you as soon as possible and work with you to set up another visit.

Interruptions to your service could be due to staff being on holiday, unwell, or attending essential training. Severe weather events, such as bushfires or storms that could put staff at risk, may also cause service interruptions.

Requesting a Service cancellation

Please provide a minimum of 24 hours' notice to cancel a service. If this notice is not provided, you will be charged for the service. The earlier you contact us, the more likely we will be able to reschedule your service.

It's important to notify us, even if it's not possible to give 24 hours, as we have a procedure we must follow if you are not at home when our staff arrive.

Sometimes rescheduling may not be possible, and you may have to wait for your next planned visit, unless this delay could significantly impact your well-being.

Unexpected Absences

We'll talk to you about how you would like us to respond if you are not home, or don't answer when a staff member arrives.

Having a plan can help us discover and respond to any issues or mishaps early. Your plan may involve calling an emergency contact, like a family member, friend or neighbour.

Emergency Contacts

It's important to speak with the person you've nominated as your emergency contact so they know Rise may call if we're concerned about your location or wellbeing. If your emergency contact changes, please let your coordinator know.

Public Holiday Support

We deliver essential services on Public Holidays. The availability of services will depend on the funding you're eligible for. If you have any questions or concerns, please speak to your coordinator.

If your existing service falls on a Public Holiday, and you want to reschedule it, you can call our scheduling team and we'll do our best to meet your request.

Ending Your Services

While we make every effort to provide your support, Rise might have to end your services for the following reasons:

- You move away from our service area or into residential care.
- You receive the same support from another agency.
- Your needs increase and we can no longer provide the necessary support.
- You no longer need support.
- You are repeatedly absent from your home without notice.
- You are not honouring our mutual understanding of 'how you can help us.'

If your service does end, Rise will work closely with you, your support representative, and any other providers to achieve a smooth transition.





Fee Payments

Rise offers several convenient options to pay your invoices:

1. Direct Debit

Set up a Direct Debit from your Bank account, Credit Card, or Mastercard/Visa Debit card. Once set up, your payment happens automatically every month for your invoice amount only.

To get started, complete the included Direct Debit Request Form or request a new form from our Accounts Receivable team using the details below.

2. Credit Card or Mastercard/Visa Debit Card

Make a payment using your credit or Debit card.

- Over the Phone: Calling our Accounts Receivable Team on (08) 6274 3739.
- Online: On our website at rise.org.au/pay-now

Please note: A surcharge applies to all Credit Card payments, due to bank-imposed merchant and transaction fees.

3. Electronic Funds Transfer (EFT)

Transfer funds electronically from your Bank Account into Rise's Bank Account:
BSB Number: 036 075 Account Number: 123 069

When making this transfer, please use your Client ID as the reference. Your Client ID can be found in the payment details section of your invoice.

4. In-Person Deposit

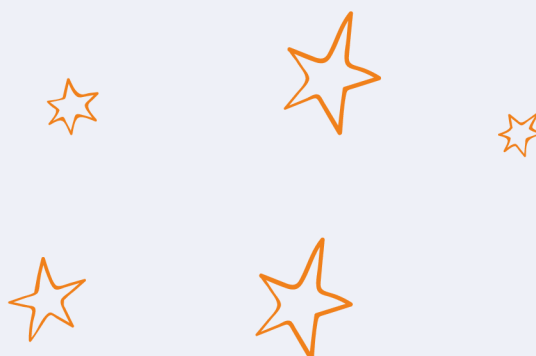
Deposit directly at any Westpac Branch by using the detail above. Have the bank use your Client ID for a reference.

5. Cheque

If paying by cheque, please cut off and return the bottom section of your invoice with the cheque, and mail it directly to us at:

Rise - Accounts Receivable
41a Great Northern Highway
Middle Swan
WA 6056

For any queries, please call Accounts Receivable on (08) 6274 3739 or email accountsreceivable@risenetwork.com.au





Complaints & Feedback

At Rise, we welcome feedback. It's your right to speak up, express your opinions about the support you receive and to be heard. It helps us provide a better service for you and for other people. If something doesn't feel right about the support you, or someone you know, are getting - it's important you tell us.

We take all complaints seriously and do our best to resolve them quickly. We'll always listen and be fair, and you will never be treated differently for speaking up. If you want to make a complaint, you can do it yourself or ask someone you trust to assist. That could be a family member, friend, registered supporter, another organisation or a formal advocate. Your coordinator can provide you with information on using an advocate.

We'll keep your concerns private. But, if we believe someone could be in harm's way or a potential criminal action has taken place, we'll need to share certain details with the appropriate people. We must always meet our responsibilities under the Serious Incident Reporting (SIRS) requirements of the Aged Care Quality and Safety Commission.

Making a complaint:

You can contact any Rise staff member through email, phone, or face-to-face to provide feedback or make a complaint. You can fill in an online feedback form, available at the top of our website: rise.org.au or ask for a printed version. Our staff will work with you to address your concerns or contact a manager to assist. We'll acknowledge your complaint within one working day of receiving it and aim to resolve it within ten working days. Some things may take a little longer, but we'll always let you know.

If your complaint hasn't been resolved to your satisfaction, you can escalate it by calling (08) 6274 3630 to speak with an Aged Care Manager, the Aged Care General Manager, or the Rise Service Quality and Compliance Manager.



At any point in the process, you can take your complaint externally to:

- The Aged Care Quality and Safety Commission:
Phone: 1800 951 822
Address: GPO Box 9819, Perth, 6000
Email: info@agedcarequality.gov.au



If you need support from a formal advocate, call:

- Advocare: (08) 9479 7566 or Toll-free 1800 655 566
- Older Persons Advocacy Network (OPAN): 1800 700 600
- WA Elder Abuse Helpline: 1300 724 679 Email: rights@advocare.org.au

If you require an interpreter, or if you are hearing or speech impaired, you can use the following services:

- National Relay Services for people with hearing or speech loss (TTY-Tele Type) 133 677
- Speak and Listen (speech to speech relay) I Phone 1800 555 727
- Aboriginal Interpreting Western Australia I Phone 1800 330 331
- Translation and Interpreting Service (TIS) for people who need help with English I Phone 131 450



Understanding your funding

Commonwealth Home Support Program (CHSP)

CHSP is a government funded program supporting older people who are mostly independent but who want or need only a small amount of extra help.

This could include help with gardening, home maintenance, meal delivery or domestic assistance. Although the government subsidises the service, there is a small co-payment.

If your needs increase over time, you might be eligible to transition to the Support at Home (SaH) program.

Important information for CHSP:

- The services offered to you are in line with your My Aged Care assessment.
- You only pay for the services you use.
- You have the flexibility of accessing different services through different providers if you choose.



Support at Home (SaH) program

Support at Home (SaH) is a higher level of support that helps older people stay living independently at home. There are 8 funding classifications, with classification 8 giving you access to the most services. In addition, there are 3 short term care pathways including The Assistive Technology and Home Modifications (AT-HM) Scheme, The Restorative Care Pathway and The End-of-Life Pathway.

SaH funding can be used to pay for services such as allied health, clinical care, equipment and modifications to help achieve your goals.

As a certified SaH provider, Rise can work with you to coordinate the services and care you need. A dedicated coordinator will ensure your services run smoothly, check in with you to offer support and advice, and work with you to manage your funds through a personalised budget.

If your needs increase, we can assist you in accessing a higher classification of funding.

Important information for SaH

- Your eligibility, classification, and approved services are assessed by an aged care assessor.
- You can choose a provider that best meets your needs. They will assign a dedicated coordinator to help create a personalised Support Plan tailored to your allocated services, budget, and individual requirements.
- Individuals contribute to the cost of their services based on their income and assets as determined by Services Australia.
- Once you're approved for SaH, you'll get a support plan with the assessors recommendations and a "Notice of Decision".
- If your needs change, your coordinator can organise a review by the aged care assessor to make sure you get the right support. You may also be able to contribute financially to access additional supports. For more detail, speak to your coordinator.



SaH funding and Care Management

10% of your SaH funding is retained by Services Australia to be used by Rise to deliver monthly Care Management to you.

Care Management is the support your coordinator provides to keep you safe, healthy, and well. It includes planning and reviewing your care, managing your budget, and connecting you to other services.

Support at Home Service Agreement

A Service Agreement is a legally binding contract between you and Rise. It includes an explanation of the services you'll receive, the prices, key dates, your rights, your agreed budget, and support plan.

Other support options

In addition to CHSP and Support at Home (SaH), there are other services that may help you stay independent at home. These can include:

- Private services you pay for yourself
- Community based programs which may be run by your local council or community group.
- Health services such as allied health or nursing arranged through your GP or local health provider.



Frequently Asked Questions

1. Fees and Payments

How much do I need to pay?

The fee you pay will align with the funding program your supports are offered under. Your coordinator will clarify this for you. Please talk to your coordinator if you are experiencing financial hardship.

Should I give cash to a staff member to do my shopping?

Yes, only cash is accepted for this service. If you're staying at home, you can give the staff member cash and a shopping list. They will document the amount, provide a receipt, confirm it with you, and note any change given. Remember, staff will never ask for, or use your card and PIN. If providing cash is a problem, please speak to your coordinator.

Can I just take cash and manage my own services?

No. The Government doesn't allow this. Services Australia holds your funding, and Rise claims for services delivered. However, we encourage you to participate in decision-making about how your funding is spent. You can also seek a provider that offers "self-management."

2. Privacy and Personal Information

What happens to my personal information?

Your privacy is important to us. We only collect and share essential information to offer you appropriate support. All information collected by Rise is treated confidentially and stored securely. We comply with the Privacy Act 1988 and all relevant state government privacy laws. You can find our Privacy Policy on our website: rise.org.au/about-us/policies



With your consent, we may share your personal information with other organisations such as health care professionals, other service providers, aged care assessment bodies, or your representatives. You can change or withdraw consent at any time. Rise is required to provide de-identified client information to aged care funding bodies. This information may include details such as your date of birth and gender but will never include identifying information such as your name, address or phone number.

For people receiving CHSP funded services: Rise are required to collect and report your My Aged Care ID (MAC ID) to the Department of Health, Disability and Ageing who use the MAC ID to assess provider compliance with the conditions of our aged care funding.

You, or your advocate may request access to your personal information by contacting the Aged Care Manager on (08) 6274 3700.

3. Services and Support

What if I need more support?

Speak to your coordinator first to see if your needs can be met within your current funded plan. If not, your coordinator can help you access My Aged Care for a plan review.

I'm a veteran. Can I still access SaH or CHSP funding?

Yes. People receiving support from the Department of Veteran Affairs can also be assessed for CHSP and SaH.

Can you help with my medications?

While we encourage people to manage their own medications, we have trained staff who can assist if needed. Please discuss this with your coordinator during your assessment.

Can I change providers if I'm not satisfied?

Yes. You can change providers and transfer your funding at any time. Changing providers may be necessary if you move out of the areas serviced by Rise, or where Rise can no longer meet your needs. There are no exit fees if you choose to change providers.

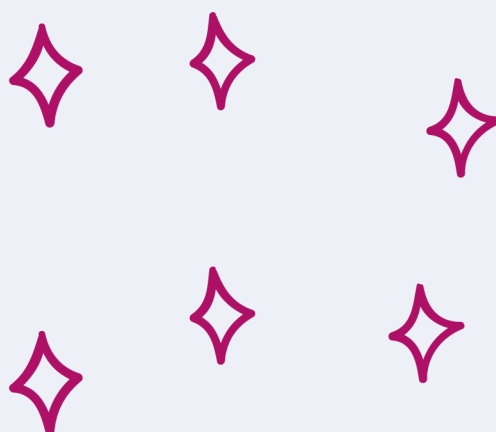
4. Staff and Safety

Can I give gifts to Rise staff members?

We appreciate your gesture, but Rise staff can't accept gifts. Gifts of financial value can only be directed as donations to Rise. If you wish to show your appreciation, you can provide feedback or nominate a staff member for Rise's annual Anna Alderson Awards. You can find more information about how to provide feedback on our website: rise.org.au/feedback

Do Rise staff carry identification?

Yes. All Rise staff carry a photo ID card. When you meet a new staff member, you can ask to see their ID. If you are unsure, call us on (08) 6274 3700.



NOTES

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Rise.org.au
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Ph: (08) 6274 3700

E: contact@risenetwork.com.au

