



Handbook for Clients

Administration:

PO Box 2033,

Warwick WA 6024

Ph: 9448 8804 Fax: 9448 8558

Email: manager@catagroup.org.au

Day Centre:

Greenwood/Warwick Community
Care Centre

12 Dorchester Ave, Warwick

Ph 9448 8804 Fax: 9448 8558

What is the Purpose of Creative And Therapy Activities (CA TA) Group Inc?

Vision Statement

Linking people at home with the community through meaningful activities within a socially supportive environment.

Mission Statement

To provide creative, recreational and social activities for clients in an environment which is safe, welcoming, non-judgmental and culturally appropriate.

Guiding Principles

We believe in the rights of:

- people to make choices in their own lives;
- people to dignity, respect, privacy and confidentiality;
- people to be valued as individuals;
- people to access services on a non-discriminatory basis;
- the community to accountable services;
- the community to services which are responsive, equitable and accessible.

What Services Does CATA Offer?

CATA Group provides a Day Centre at Warwick for people 16 years and older who have on going functional disability and those who are frail aged and as support for their carers, to enable these people to continue to live comfortably in their own home. NOTE: our programs provide support in unsecured group settings and are not appropriate for those requiring one on one support or with significant personal care needs. Service provision is subject to regular review based on relative need and resources.

What Geographic Area is covered?

CATA Group provides services for people residing in the City of Joondalup, City of Wanneroo or the City of Stirling.

Transport may be arranged for those living in the area bordered by Ocean Reef Rd and Gnangara Rd to the north, Karrinyup Rd to the south and Alexander Drive to the east.

NB: If you are planning to move or change your living arrangements please discuss the matter with CATA's manager BEFORE making any decisions as this might affect our ability to provide a service.

How Do the Services Operate?

The services are managed by a Board of Management which is elected annually. The day-to-day operations are carried out by paid staff, assisted by volunteers.

Staff

Manager	Senior Activity Officer
Assistant Manager	Craft Officers
Administration Officer	Volunteers

What is the Role of the Manager?

The Manager is employed by the Board to manage the day-to-day running of the service. The Manager is broadly responsible for:

- The work of the staff and volunteers;
- Assessing applications for services;
- Liaising with other agencies;
- Assisting the Board to evaluate and plan the service.

If you would like assistance, or further information, ring the Manager on 9448 8804. The Manager will arrange an appointment with you to assess your needs. If CATA Group is not able to assist you, the Manager will let you know of other available services and arrange a referral if required.

What are My Rights and Responsibilities as a Client?

CATA Group upholds the rights of all clients to the following:

Client Code of Rights

1. Clients will be treated with dignity, respect and consideration at all times.
2. Clients are entitled to confidentiality and privacy at all times.
3. Clients have the right to have their moral and cultural values and religious and philosophical convictions respected.
4. Clients have the right to a fair investigation of complaints, and have continued access to services.
5. Clients have the right to be fully informed about the services they receive and to participate in the decision-making process about their care plan. Clients have the right to choose what service(s) they receive. If CATA cannot meet the client's needs, an appropriate referral will be made and assistance given to access that referral.
6. Clients should be informed of the identity of any staff member with whom they have been placed in care.
7. Clients with a first language other than English are entitled to information, to the best of CATA's ability to provide, in their first language (eg. languages other than English, sign language).
8. No information about a client will be forwarded to other individuals or organisations without the written permission of the client.
9. Clients are entitled to view files or information concerning them, in the presence of the Manager. Records will be kept for a period of seven (7) years from the last date of accessing CATA services.
10. Full information about services with CATA and in the wider community will be made available to clients using CATA's services in such a way that they are able to make the utmost use of the information.
11. Clients have the right to be assessed to receive services without discrimination and to refuse any assessment or care plan (except where Legislation prevents this).
12. Clients have the right to refuse involvement in research.
13. Clients have the right to choose who will be present during assessments, care plan reviews and other consultations with CATA.
14. Clients have the right to disclose only personal information they deem necessary, provided that any information not disclosed will not adversely effect services being provided by CATA nor adversely effect the safety or well-being of other clients accessing services provided by CATA.

CATA Group Inc provides services to frail aged and other people with disabilities as part of the Home And Community Care (H.A.C.C.) Program. Clients have the right to know that they need not reward the Management Board, staff and volunteers for the work they do through the giving of gifts. We therefore ask that clients avoid buying gifts for Board Members, staff and volunteers. If you want more information about this please speak with the Manager.

CATA Group requests that clients are responsible for their own actions as follows:

Client Responsibilities

1. Clients are to treat all other clients, staff and volunteers with dignity, respect and consideration at all times, in particular respecting the fact others may have different abilities, skills, likes and dislikes to yourself.
2. Clients are to respect the confidentiality and privacy of other clients, staff and volunteers at all times.
3. Clients are to respect the moral and cultural values and religious and philosophical convictions of other clients, staff and volunteers at all times.
4. Clients are to conduct themselves in an appropriate manner at all times, ensuring that they do not:
 - use language that is offensive to other clients, staff or volunteers (eg. swearing and name calling);
 - discriminate against other clients, staff or volunteers on the basis of race, religion, age, disability or gender;

- behave in an aggressive or violent manner either verbally or physically, and;
 - sexually or otherwise harass other clients, staff or volunteers (eg. touching others in a way that is unwelcome and/or inappropriate).
5. Clients are to ensure that they follow all safety procedures established by CATA and bring to the attention of staff any activity or situation that could possibly be unsafe for themselves or other clients.
 6. Clients are to ensure that they treat the building, furnishings and activities equipment with care. Wilful damage caused to any of the above will be the responsibility of the client to repair or replace.
 7. Clients are to ensure that they pay for their day fees, and fees for outing fees, art and craft items and other fees, at the time they are due.
 8. Clients are to ensure that they consume food and drinks in the areas designated by staff.
 9. Clients who want to invite their family, friends or other visitors to the centre must seek permission from the Manager before arranging such visits.
 10. Clients are to ring to cancel the bus pick-up if they are unable to attend or if they have booked into a special activity and are unable to attend.
 11. Clients are to ensure that they do not smoke inside the building and only in designated areas outside, and that they do not use illegal drugs or consume alcohol whilst in the care of CATA and CATA's staff.

If a breach of these client Responsibilities occurs you will be advised and the matter will be discussed with you, your carer or other advocate to try and resolve the matter. If a breach of any of these Client Responsibilities recurs, this may lead to services being discontinued,

What about Confidentiality of information?

All client records are kept strictly confidential only the appropriate direct care staff and the Manager have access to private information about clients.

CATA Group has a Privacy and Confidentiality policy which is designed to ensure that details about you are kept confidential, and only discussed with your permission for the purposes of ensuring that you are receiving the services you need.

Records Management and Protection

1. An individual file is created for each client accessing services at CATA at the time of the initial assessment. If you choose not to attend any of CATA's services the information kept in this file will be destroyed twelve months after the date of the assessment.
2. Information about clients is stored in a filing cabinet, which is locked, when the office is unattended. This information is only accessible to the appropriate staff (administration staff have limited access for the maintenance of files).
3. All services provided by CATA Group are confidential.
4. Information about you will not be shared with any other individual, health professional, medical practitioner or agency without written permission from you, your legal guardian or carer or advocate (unless Legislation dictates otherwise).
5. Except as per point one of this policy, records will be kept for a period of five years from the last date you received services before being archived. Except as per point one of this policy, all information will be destroyed seven years after the last date you received services.

Should you wish to read any personal information kept on file, please contact the Manager who will arrange an appointment with you to explain any terminology to you, within two weeks of your request.

What if I'm Not Happy with the Service Provided or Have a Complaint About Staff?

You have the right to complain about the service you are receiving, without fear of retribution, and can expect complaints to be dealt with promptly

CATA Group aims to provide a high quality service and we want to know if you have any concerns with or complaints about the service. Your service will not be stopped if you complain.

Should you have a concern or complaint about one of our staff, we ask that you follow the complaints procedure as follows:

- 1 a You are encouraged to raise your complaint with the staff member concerned in the first instance - this may lead to a quick resolution of the difficulties.
- 1 b If you do not feel comfortable doing this by yourself with the staff member, you have the right to be represented by an advocate or any other person of your choice.
- 2 If you are not satisfied with the outcome, or are not happy to discuss the issue with the staff member concerned, you should contact the Manager on ph 9448 8804.
- 3 If the issue is still not satisfactorily resolved, you should write to the President of the Management Board. The Management Board will attempt to resolve the matter to the best of their ability. The President may be contacted at the following address:
The President
PO Box 2033
Warwick WA 6024
- 4 If, after approaching the above people, the issue is still not resolved, you may complain to the HACC Program at the Health Department of WA
- 5 You will be informed of the outcome of your complaint at all appropriate stages and may be asked for feed back on the complaints procedure.

As far as possible, the fact that you have lodged a complaint will be kept confidential amongst the staff directly concerned with its resolution. Your permission will be obtained, prior to any information being given to other parties, which it may be desirable to involve, in order to resolve the complaint

You may also contact the Welfare Rights and Advocacy Service on ph 9328 1751, Advocare on 9221 8599 or People With Disabilities on ph 9386 6477. These services are free and confidential and may assist you in working through any complaints or concerns about the service you are receiving.

How Much Will Services Cost?

At the time of your assessment you will be given information about the fees which apply to our services. Please note that if you are experiencing financial hardship or feel that you cannot afford the service, please advise the Manager. Services will still be available if you are unable to pay. If you are unhappy about the level of fees charged you can appeal to the Manager in the first instance, and then to the Management Board of CATA Group Inc.

What Happens if I'm Not Able to Attend My Day Group at the CATA?

It is important to let the Administration Officer know if you will not be attending on a particular day(s). This will enable us to cancel any transport arrangements for the day. The Administration Officer may be contacted on ph 9448 8804 (please leave a message on the answering service if the office is unattended).

What Happens if I'm Not at Home When Staff Visit?

It is important that you let the Manager or the Administration Officer know if you are not going to be at home for a set appointment. If you are unable to contact us yourself, please ask a relative, friend or neighbour to contact us on your behalf.

If we do not hear from you we may assume that something is wrong. You may contact us on ph 9448 8804 (please leave a message on the answering service if the office is unattended).

What if I am Sick?

Clients who are not well are not to attend CATA as they may infect other clients and staff and present a management issue for our programs.

If a client presents as unwell, we reserve the right to refuse to accept them in to our care. If, once in our care, a client presents as unwell, we will put a care plan in to place until such time as we are able to pass management to: the client's carer / family, or; the care of competent medical personnel ie ambulance paramedic, doctor or nurse, or; their own cogniscence where: they have a minor illness; live by themselves; have been returned to their residence, and; all reasonable steps have been taken to inform their support network.

In all cases, contact will be made with the client's carer / family or support network to inform them of the situation.

Medication:

In regard to those who may require some assistance in ensuring that they take prescribed medication while in our care, as C.A.T.A.'s staff are not qualified to administer medication, we therefore must limit our support to prompting clients to self administer, this may include assisting with opening medication packaging, however.

Any medication to be sent in with clients, must be supplied in a blister pack, as dispensed by your chemist, as detailed above, along with a copy of the blister pack schedule sheet. This requirement includes any PRN (any prescription or non-prescription medication ordered to treat a symptom, on an as needed basis, such as Panadol) medications. Ointments, creams, patches or inhalers must be sent in their original containers and packaging, clearly marked with the client's name and with clear written instructions signed by your doctor or pharmacist. We cannot assist clients where medication has not been supplied in these ways. Any assistance with medication is at the discretion of the manager.

We also ask that we be provided with information about any prescription or non-prescription medications, which the client may not be able to take eg aspirin, or any known allergies to medications or foods.

Where does CATA get its Funding from?

CATA Group receives most of its funds under the Home and Community Care (HACC) Program, which is a Program funded jointly by both the Commonwealth and State Governments.

The aim of the HACC Program is to support and maintain frail aged and younger people with disabilities in their own homes.

CATA acknowledges the funding and support it receives from the HACC Program.

Policies

CATA has in place a number of Policies and accompanying Procedures to ensure that its programs are operated in accordance with its Vision and Mission. The Index of CATA's Policies are detailed below – Please ask at the office if you want to view any of our Policies or Procedures.

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