<table>
<thead>
<tr>
<th>CONTENT</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Page</td>
<td>3</td>
</tr>
<tr>
<td>Welcome to Footprints</td>
<td>4</td>
</tr>
<tr>
<td>About Us</td>
<td>6</td>
</tr>
<tr>
<td>Vision, Mission and Values</td>
<td>7</td>
</tr>
<tr>
<td>Footprints Services</td>
<td>8</td>
</tr>
<tr>
<td>Your Rights</td>
<td>10</td>
</tr>
<tr>
<td>Charter of Aged Care Rights</td>
<td>11</td>
</tr>
<tr>
<td>NDIS Code of Conduct</td>
<td>12</td>
</tr>
<tr>
<td>Can Someone Speak On My Behalf</td>
<td>13</td>
</tr>
<tr>
<td>What If I’m Not Happy with the Service</td>
<td>14</td>
</tr>
<tr>
<td>Privacy</td>
<td>16</td>
</tr>
<tr>
<td>What We Expect From You</td>
<td>17</td>
</tr>
<tr>
<td>Eligibility and Waitlist</td>
<td>18</td>
</tr>
<tr>
<td>Safety</td>
<td>20</td>
</tr>
<tr>
<td>What To Expect From Your Worker</td>
<td>22</td>
</tr>
<tr>
<td>Support Planning and Maintaining Your Independence</td>
<td>24</td>
</tr>
<tr>
<td>Quality</td>
<td>26</td>
</tr>
<tr>
<td>Feedback</td>
<td>27</td>
</tr>
<tr>
<td>Service Exit</td>
<td>28</td>
</tr>
<tr>
<td>Useful Contacts For You</td>
<td>30</td>
</tr>
</tbody>
</table>
CONTACTS PAGE

CLIENT DETAILS

Name: ____________________________

Contact Number: __________________

Emergency Numbers: ______________


FOOTPRINTS CONTACT DETAILS

Name of your Footprints worker:

_________________________________

Mobile: __________________________

Notes: ____________________________

_________________________________

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. We trust this handbook provides you with relevant and useful information, and we hope our services will be beneficial for you to continue to live independently in the community.

This handbook is designed to:

✔️ provide you with information about Footprints’ services;

✔️ assist you to know who to contact when you need to;

✔️ 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 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 25 years. We specialise in working with:

- older people;
- socially isolated and disadvantaged people;
- individuals with complex needs and / or disability;
- people experiencing mental illness, and;
- people at risk of homelessness.

Footprints adopts a non-discriminatory practice and integral to our service is our ability to work alongside our clients, with respect and dignity, to enhance their capacity to live independently in the community.

Our professionally qualified and 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, their families, carers, and other supports, at their own pace, to empower and support people to reach their goals.
Footprints Vision…
A community where individuals are able to maintain an independent lifestyle of their choice.

Footprints Mission…
To be responsive, innovative, professional and timely in providing care and support to each other.

Footprints Values…
Trust, Honesty, Reliability, Confidentiality, Client-Focused, Dignity, Respect.

Footprints is committed to providing responsive, flexible and appropriate services with the aim of promoting independence, offering people a choice to remain in their own home in their local community.

Footprints as a client-centred organisation, is focused on providing safe, reliable and quality services that are inclusive. Our motto is ‘positive steps with you’ which is the premise from which we practice, by walking alongside people with dignity and respect empowering them to live independently in the community.
FOOTPRINTS SERVICES

Your needs matter! Whatever they may be, we are here to offer you the choices to live independently in the community. 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:

- Case Management and Support Coordination
- Peer Support
- Assistance with Care and Housing
- Transportation and Community Access
- Capacity Building
- Information and Advocacy
Social, Recreational, Leisure Activities and Psychosocial Groups

Disability Support

Care Coordination

Outreach Services and Specialist Response

Psychosocial Support and Education

Allied Health

Nursing
YOUR RIGHTS

You have the right to:

✓ be assessed as eligible 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;
✓ complain or express your concerns about a service without fear of losing the service or suffering any other recriminations;
✓ have your complaints dealt with fairly and promptly;
✓ be represented by an advocate of your choice.

Your rights may co-exist with other rights depending on the program, care and services you receive. Refer to pages 11-12 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.
The NDIS Code of Conduct

The NDIS Code of Conduct applies to all NDIS providers, registered and unregistered, and all persons employed or otherwise engaged by an NDIS provider.

In providing supports or services to people with disability, a person covered by the Code must:

- act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner, with care and skill
- act with integrity, honesty and transparency
- promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.

Anyone can raise a complaint with the NDIS Quality and Safeguards Commission about providers or workers who breach the NDIS Code of Conduct.

Find out more

To find out more about the Code of Conduct or to report a breach:
- go to www.ndiscommission.gov.au
- email feedback@ndiscommission.gov.au
- call 1800 035 544
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. All members of staff will have information on the services that can best assist you.

**ADVOCACY**

Footprints is committed to empowering clients and enhancing their capacity for self-determination and expression. 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 that 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 34-35. 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.
WHAT IF I AM NOT HAPPY WITH THIS SERVICE?

Footprints aim to provide high quality services, so we would like to know if you have any concerns with your care and services. We value your (and / or your representatives’) comments and ideas as you could suggest something that may assist others or solve a problem that we do not know about.

We encourage you to raise any concerns/complaints with your Footprints worker, if you feel comfortable in doing so. If you are not happy discussing with your Footprints worker or you are not satisfied, your concern/complaint can be received:

✔️ in-person;
✔️ by phone, or;
✔️ in writing (email, letter, feedback form).
Our contact information is located on the back page of this handbook.

You can use an advocate to assist you with making a complaint.

If the matter is not resolved by your Footprints worker, the relevant Program Manager will be notified and will investigate your concern/complaint. The Program Manager will also inform the Chief Executive Officer (CEO) of your concern/complaint.

If the complaint remains unresolved, you may write to the CEO, marked Private and Confidential, c/o

**Footprints in Brisbane Inc.**
**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 32-33.
PRIVACY

Footprints respects the privacy of everyone we have contact with and are committed to protecting all personal information collected and held by us. We recognise the importance of protecting this information and are committed to ensuring that all personal information we collect is handled with respect, sensitivity, confidentially and in accordance with the Privacy Act 1988 (Cth) and the Information Privacy Act 2009 (Qld) and other obligations that govern the use of personal information specific to not-for-profits.

Footprints has a policy which outlines how personal information about you is collected, what kind of information we collect, what we use this information for and how we manage and store this information. A copy of this Policy is available on our website or you may request a copy from your Footprints worker.
WHAT WE EXPECT FROM YOU

If you need to make any changes/cancel your scheduled services and support, please contact us on 07 3252 3488. Where possible please provide 24 hours or more notice.

If you are unable to provide 24hrs notice you may be charged for the full service or lose the support.

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 circumstances relating to your care.
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;
✔️ LGBTIQ+;
✔️ 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.

Footprints has a **Waiting List Policy** which is monitored on a weekly basis and prioritised according to Priority of Access Principles.
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.
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 health, safety or wellbeing of staff, clients, carers or other persons. 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 ensure that any risks of recurrence are minimised as far as possible.

Footprints workers undergo criminal history checks and require a valid Yellow Card 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 detailed in your support plan;
- provide financial advice;
- accept gifts of value or money;
- act as an Power of Attorney (EPOA/POA);
- offer to buy any of your belongings;
- exchange other workers or clients details.

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.
WHAT TO EXPECT FROM YOUR WORKER

Your Footprints worker will:

✓ involve you in decisions about the services you receive respecting your right to refuse services without prejudice;

✓ negotiate with you before any change is made to services;

✓ ensure written authorisation is obtained from you or your carer before an exchange of information with other persons or organisations is made;

✓ recognise the role of your carer and be responsive to their need for support;

✓ be responsive to your diverse social, cultural and physical experiences and needs;

✓ always act in your best interest and be prepared to advocate on your behalf should the need arise;

✓ accept your choice and involvement of an advocate to represent your interest;
allow you or your carer access to information held by us about you (where the carer is the legal guardian or has been authorised by the person receiving care);

take into account your views when planning, managing and evaluating service provision.
SUPPORT PLANNING AND MAINTAINING YOUR INDEPENDENCE

Footprints will work in partnership with you to meet your changing needs and help you maintain your independence. This is part of our approach to the provision of support. Sometimes this may mean providing more support and at other times reducing support to ensure that you do not lose your independence. Any changes are fully discussed with you before they occur.

We involve you and your carer in the assessment and support planning process. If necessary and possible Footprints will tailor your supports to meet your needs and preferences (e.g. options may include day or time of support, matching a Footprints worker to your cultural needs) . We try to ensure that the workforce that supports you are consistent however we are not able to guarantee this, we will notify you if there are any changes to your supports.

Your support plan will include the supports you will receive, your participation during these supports, any special requirement or information and regular support days and times.
Your support plan will be reviewed on a regular basis depending on the program that you are being supported by. Please ensure that you notify us of any changes to your circumstances, as it is likely that you will need a support plan review to be completed.
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 Standards.
FEEDBACK

We value your feedback, it helps us to improve the standard of service and support to you and our clients. We welcome your feedback about our services, support and staff at any time and encourage you to talk to your Footprints worker, contact our office or complete a feedback form (available at our office, online or attached to this Handbook). 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, achievement of goal/s or death;
✓ client requests service exit;
✓ clients specific needs are outside the scope of the 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, such requests will be assessed according to Footprints Access Policy.
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

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 Qld
Offers a wide range of advocacy and education services in aged and community care, disability, human rights and elder abuse.
1800 242 636 (freecall, 9am – 5pm, Mon – Fri)
www.carersqld.com.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 Queensland, ADA Australia.
1800 700 600 (free call, 8am – 8pm, Mon – Fri)
www.opan.com.au
Queensland Advocacy Inc. (QAI)
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)
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

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)

Department of Communities, Disability Services and Seniors (DCDSS) (Qld)
For complaints about services that are funded by the Department – Queensland Community Support Scheme (QCSS).
1800 491 467 (free call)
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 through NDIS to the Commission.
1800 035 544 (free call)
www.ndiscommission.gov.au/about/complaints-feedback/complaints

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

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
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 using the language, mode of communication and language that they most likely understand.

Deaf Services Queensland
Provides specialist interpreting services for the Deaf and hard of hearing.
1300 010 877
www.deafservices.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

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. IPRAs may also provide advice to nominated support persons, family members, carers and other support people.
1300 477 243 (7am – 5.30pm)

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)

IN THE EVENT OF AN EMERGENCY,
PLEASE ALWAYS CALL 000
Contact us
Operating hours: 7.30am - 4.30pm

P: 07 3252 3488
F: 07 3252 3688
E: admin@footprintsinc.org.au
www.footprintsinc.org.au

PO Box 735 New Farm QLD. 4005
Fortitude Valley  West End
Strathpine  Kingston

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