



ALPHA CARERS  
AUSTRALIA

# RESIDENT **HANDBOOK**

OUR COMMITMENT TO EACH OTHER

# Welcome to ALPHA CARERS AUSTRALIA

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**CARE  
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PEOPLE!**

At Alpha Carers Australia, we are proud to be able to provide complex care and high intensity supports safely and effectively. We realise that everybody's needs are unique, so we always aim to customise our support services to fit your individual lifestyle. Our goal is to help you reach your fullest potential through developing personalised interventions and strategies specifically for you!

*Thank you for choosing Alpha Carers Australia.*

# What we stand for:

## Our Core Values

At the heart of who we are lies our culture of Collaboration, Accountability, Respect & Equality (“CARE”). These core principles resonate in all that we do and serve as a reminder of why we strive for total understanding from those who seek our services. With tremendous expertise among our diverse team, you can always rely on our unfaltering commitment to these values - so let us show you what we have to offer!



**Collaboration**  
We work together to deliver quality, affordable & reliable services



**Accountability**  
We take ownership of our actions and behave responsibly



**Respect**  
We respect our residents, our communities and each other



**Equality**  
We treat everyone according to their needs



## OUR TEAM - OUR STRENGTH

**The power of our team is our strength! Our dynamic and dedicated members lead the way from start to finish, always leaving a lasting impression.**

We take pride in excellence and professionalism. Our commitment is unrivalled; inspiring creative solutions that lay the groundwork for making life-altering changes in the lives of our heroes - those who are vulnerable or suffer from disabilities and whom we strive to defend with dignity, together, let's make a real difference!



ALPHA CARERS  
AUSTRALIA



### **Our commitment stands firm.**

We remain committed to unlocking new possibilities for everyone we serve by providing resources, tailored care, and unmatched support on the way to brighter futures - impacting lives in meaningful ways that matter. Together, let's keep striving to make a difference!

At Alpha Carers Australia we:

- 01.** Offer experiences to people we work with to provide a better quality of life.
- 02.** Pursue excellence in effectiveness, efficiency, safety, quality, and professionalism.
- 03.** Forge strong bonds with local communities and stakeholders for lasting positive change.
- 04.** Motivate our workforce to allow us all to grow and excel.
- 05.** Explore creative solutions while embracing innovation for financial sustainability.



## Our team has :

- Been interviewed and thoroughly inducted
- Been screened and security checked in line with NDIS Quality and Safeguards Commission requirements
- Appropriate experience and qualifications
- Demonstrated commitment to regular professional development
- Strong moral values and personal integrity
- Firm understanding of their role, responsibilities, and duty of care



# OUR SERVICES

We passionately pursue something that sets us apart from other providers: providing a remarkable quality of life for individuals who are typically written off as too complex to care for or support. Here, believing in the potential of these individuals brings you and us together.

- Complex care
- Ventilator services
- High Intensity Supports
- Supported Independent Living
- Nursing
- Accommodation/Tenancy
- On-site therapy collaboration with Physiomechanics

# HOW CAN WE HELP

Our team works with you to create a program of services that supports you to achieve your goals and participate in life as independently as possible. We work with you to:

- Design services to suit your individual needs.
- Stay connected to your community.
- Promote your active participation in achieving your goals.
- Enable you to live as independently as possible by building on your abilities.
- Obtain a satisfactory level of personal wellbeing.



# SERVICES PRICING AND COSTS

At Alpha Carers Australia, we understand that the amount you pay depends on your specific needs and funded services available. Whether it is subsidised by government regulations, or another funding source, or if you are needing to cover private costs - our team can discuss potential solutions with you and provide a quote if requested. We are dedicated to ensuring fair and equitable approaches when it comes to fees. So, if you have any queries about payment plans or services, please don't hesitate to contact us - our helpful office staff will be more than happy to assist.

## How do I pay fees?

Payment of fees is covered in the service agreement, that we will go through with you during the sign up / intake process.

## Will my fees change in the future?

Fees charged by Alpha Carers Australia may change from time to time in line with government indexation / price guides or the NDIS price guide. You will always be advised of any changes before they become effective.

## Can I give my ACA support worker a gift?

While we understand that you may become very close with staff at Alpha Carers Australia, they are not permitted to accept gifts of money or items of value according to Alpha Carers Australia policies and procedures on professional boundaries which are available upon request from our office.



# YOUR RIGHTS

Your safety, wellbeing, human and legal rights are important to us. They are outlined in the Australian Government's Charter of Rights.

## I HAVE THE RIGHT TO:

01. safe and high-quality care and services
02. be treated with dignity and respect
03. have my identity, culture and diversity valued and supported
04. live without abuse and neglect
05. be informed about my care and services in a way I understand
06. access all information about myself, including information about
07. my rights, care and services
08. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
09. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
10. your independence
11. be listened to and understood
12. have a person of my choice, including an aged care advocate, support me or speak on my behalf 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

# YOUR RESPONSIBILITIES

We value all members and visitors as part of our family. As such, it is important to honour one another with respect and make sure that any behaviour towards staff or others is appropriate.

As a valued recipient of services from Alpha Carers Australia you have a responsibility to:

## To treat others with respect

All participants, family members, visitors and staff are expected to be respectful and considerate. They should make sure that their behaviour does not adversely affect others. Any kind of violence, harassment or abuse towards staff or others is not acceptable.

## To respect the rights of staff to work in a safe environment

You are expected to maintain a safe environment for staff members and others. For example, if you are receiving services in your home, keep pets away from staff members and to not smoke near staff.

## To assist Alpha Carers Australia by providing relevant information

It is important that you share information about yourself that will help us deliver you safe and quality care. This may include up to date information and any problems you have with your care or services.

## To pay fees on time

You are expected to pay any agreed fees on time. If you are unable to pay your fees, please speak to a member of our finance team to find a solution.



# DIVERSITY AND INCLUSION

Alpha Carers Australia strives every day to build an open dialogue where all voices are heard.

We embrace and celebrate the unique individuality of each person – from religious beliefs to sexual orientation and gender expression, heritage to culture. To ensure that our support is tailored specifically for you, we prioritize getting to know what's important to make your experience with us better. We want you to feel comfortable in being yourself around our staff and openly discussing your preferences.



## Cultural, spiritual and heritage diversity

At Alpha Carers Australia we strive to deliver the best possible support and care by recognizing your cultural, spiritual, and heritage diversity. We want to get to know more about you - what language you speak at home, your background, important events in your culture that are celebrated, and any spiritual customs that mean something special to you. With this information, we will do our utmost to tailor our services specifically for you, so they fit the way you feel most comfortable with. If it would be helpful for any documents to be translated into your language or an interpreter provided for you during conversations with us, please reach out! We'll make it happen.



## Lesbian, gay, bisexual, transgender and/or intersex (LGBTI) diversity

At Alpha Carers, we understand the unique journeys and experiences that shape everyone, including those from LGBTI communities. There is no need for you to share your sexual orientation or gender identity with us, but if you choose to do so it helps us provide more tailored support. We appreciate families of choice, and our commitment to inclusivity means all employees have knowledge and understanding of LGBTI lives. We want you to feel comfortable talking about any part of your identity, knowing that your privacy will be respected confidentially. Your preferences are important too - it might be staying connected with local groups or attending LGBTI events - and we'd be honoured to facilitate this going forward.

# PRIVACY AND CONSENT

We take your privacy very seriously. We abide by the Australian Privacy Principles and National Privacy Principles, established by the Commonwealth Privacy Act 1988. We put in place robust systems to protect your rights and we only grant access to personal or health information with prior consent from you. Whatever gathering of information that takes place is always for delivering tailored assistance specific to individual needs and goals.

We employ cutting-edge technology to store all our clients' data professionally and securely and dedicate ourselves to maintaining high levels confidentiality and respect for everyone's privacies at all times. So, when entrusting us with your confidential information, you can have peace of mind knowing that your data is being taken care of responsibly.



## What information does ACA collect about me?

- Name and contact details
- Contact details of next of kin or legal guardians
- Doctor/health care professional's contact details
- Care and support services delivered by ACA
- Health/medical information
- Short-term and long-term support goals
- Funding sources

## Who else may see information about me?

With your consent, and to support your care, Alpha Carers Australia may need to share information about you and your care with other health care professionals, government agencies or companies and individuals who perform activities on our behalf. This may include:

- Commonwealth Government agencies
- Lawyers via legal authority e.g. subpoena, warrant or Adult Guardian
- IT service providers or data support specialists
- Authorised accreditation agencies and other care specialists
- Allied Health Providers
- Plan Managers & Support Coordinators



## Can I see what information ACA holds about me?

At Alpha Carers Australia, you have the right to access and obtain all your personal information we may have on record. We are bound by Australia's National Privacy Principles so rest assured that any requests for access will be evaluated without delay. In some cases, however, there may be occasions when certain records or parts of records remain confidential in order to protect the privacy or safety of you and others involved. We take this seriously and act in accordance with the Australian Privacy Principles.

## How do I obtain further information?

For information about privacy issues associated with your care or to change your consent details, contact Alpha Carers Australia's head office. Our Privacy Policy can be obtained by contacting the Alpha Carers Australia office staff for a copy or find our Privacy Policy on [www.alphacarersaustralia.com.au](http://www.alphacarersaustralia.com.au)

If you believe we have breached the privacy of your personal information, please speak with Manager or Alpha Carers Australia staff member. Alternatively, you may contact: Office of the Australian Information Commissioner Phone: 1300 363 992  
Website: <https://www.oaic.gov.au/>



# ADVOCACY

If you are concerned about the quality of your care and services, and want to speak to someone about this, or you need assistance in making informed decisions, an advocate or advocacy service may be able to help. We support and respect this decision and our staff, on your request, can assist with a referral to an appropriate advocacy service.

## What is an advocate?

An advocate is someone who will support you, who works and speaks out solely on your behalf. An advocate can be a family member, friend or someone from an advocacy service. An advocate can:

- Provide you information about your rights and responsibilities.
- Listen to your concerns.
- Help you resolve problems or complaints.
- Speak with us on your behalf.
- Refer you to other agencies when needed.

## Who do I need to contact about advocacy?

Who do I need to contact about advocacy? Advocacy services are free, confidential and independent of Genassist Services. The National Aged Care Advocacy line is 1800 700 600. For alternative contacts, please refer to the details outlined below:

### People with Disabilities WA Inc.

Tel: 08 9420 7279

Toll Free; 1800 193 331

Email: [info@pwdwa.org](mailto:info@pwdwa.org)

[www.pwdwa.org](http://www.pwdwa.org)

### Advocacy Western Australia

4 Plaza Street, South Bunbury, WA, 6231

Tel: 08 9721 6444

Email: [admin@advocacywa.org.au](mailto:admin@advocacywa.org.au)

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

# INCIDENT REPORTING, INVESTIGATION AND NOTIFICATIONS

The safety and security of you, our participants, and our team members is paramount at Alpha Carers Australia. We take all necessary steps to make sure everyone is kept safe throughout the care process. Upon any incidence occurring, we ensure it is fully reported, investigated and necessary protective measures are implemented to prevent any further risks or reoccurrences arising.

We ensure that:

- Staff are trained to identify, report and action hazards.
- Necessary steps taken to respond to the situation including client's immediate needs.
- Report the incident in a timely manner to the client and/or their family.
- Information reported includes contact names and details of available staff members.
- Notify participant and/or family if further investigation is required.
- Communicate with party during course of investigation process.
- Advise on outcome when investigation has been completed.



# FEEDBACK AND COMPLAINTS



We are partners with you in your care.

We want to provide you with a positive Alpha Carers Australia experience. Your feedback is very important to us. You may like the way a particular service is provided or believe we do something particularly well.

Alternatively, you may be unhappy with the way a particular service is provided or believe we could do something better. We would like to hear about your experience! Your feedback offers us the opportunity to learn more about you and how we can improve the Alpha Carers Australia experience for all people accessing our services. What you and your family /carer think about our services and how we can improve them is very important to us:

- Share your Alpha Carers Australia experience with us
- We are partners in your care and value input from you and your family/carer
- From time to time, complete satisfaction surveys or feedback forms
- Your information is appreciated and kept confidential



## What can you expect?

We will handle your complaint fairly and as quickly as possible. We will treat your complaint in confidence and respect your privacy.

We will work with you to assess how best to resolve your complaint and advise when action may be expected. Please consider the outcome you would like and we will strive to provide it.

## Translation services

For translation services call the Translating and Interpreting Service (TIS) on 131 450 or 1800 550 552.

## How else can I provide feedback?

### In person or by telephone:

We encourage you to speak with your Service Coordinator first as they are best placed to achieve a fast and suitable outcome to your satisfaction.

However, there may be some things you may not be prepared to discuss with the Service Coordinator or perhaps the resolution reached was not to your satisfaction. If you would like to pursue a matter further, contact:

- The Alpha Carers Australia Manager of your service
- Call our Head Office on (08) 6161 8225

### In writing:

- send an email, letter or fax to your Service Coordinator; or
- complete a feedback form at the back of this book and either email or post it in to Alpha Carers Australia head office;
- fill feedback form on ACA website online  
[www.alphacarers.com.au](http://www.alphacarers.com.au)

*Tell us, how can we help you today?*

## External complain agencies

If you do not feel comfortable raising a complaint directly with us or continue to be dissatisfied after raising your complaint with us, external assistance is available.

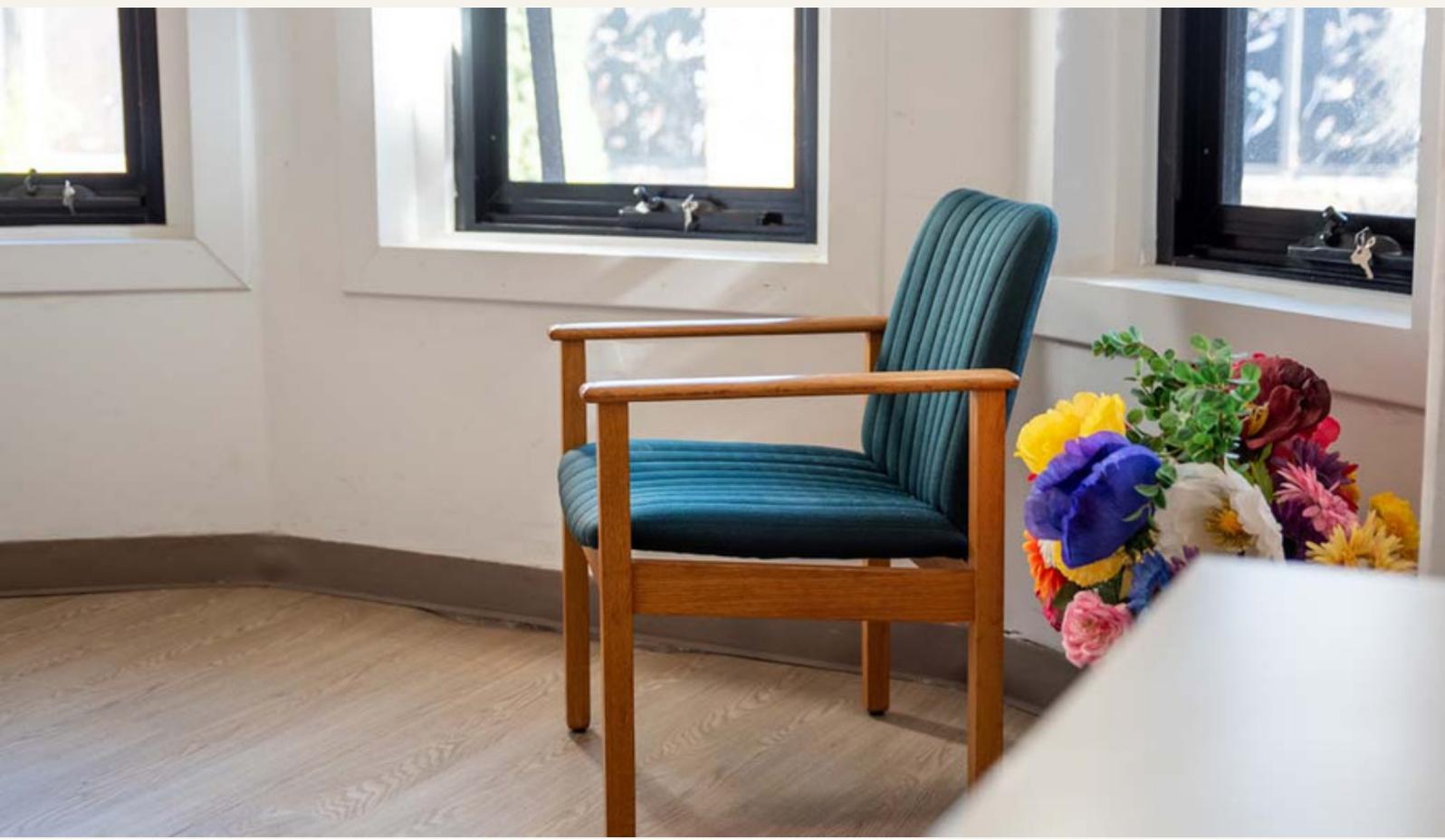
### **The NDIS Quality and Safeguards Commission**

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard
- how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant

Phone: 1800 035 544

Website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



Thank you for reading!



## Alpha Carers Australia Pty Ltd

ABN: 12158198586 NDIS provider number 4050005799



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Find us on

