

# CONSUMER HANDBOOK

(AGED CARE & HOME CARE PACKAGES)



**ghca**  
Aged Care Services

 02 8660 1936

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 20 Carlton St. Granville NSW 2142

## Table of Contents

Table of Contents.....	2
Welcome.....	3
About Glow Health Care Australia.....	3
Our Services.....	3
Service Quality.....	4
Aged Care Code of Conduct.....	4
Your Rights.....	5
Our Staff.....	6
Diversity and Participation.....	7
Advocacy.....	8
Privacy and Confidentiality.....	8
Feedback, Compliments and Complaints.....	8
Accessing Glow Health Care Australia’s Services.....	10
Assessment, Planning and Review.....	11
Leaving Glow Health Care Australia’s Services.....	13
Fees and Charges.....	13
Freedom from Harm, Abuse and Neglect.....	13
Incident Management.....	14

## Welcome

We are pleased to welcome you to Glow Health Care Australia! Our *Consumer Handbook* provides you with some key information about Glow Health Care Australia and refers to important policies and procedures you need to be aware of.

If you have any questions or concerns about information in the *Consumer Handbook*, please contact our Manager.

## About Glow Health Care Australia (GHCA)

**Glow Health Care Australia (GHCA)** is a provider of aged care, disability support, therapeutic services, complex care, and child and youth services. We also provide staff to residential care facilities, private and public hospitals, medical centres and in house. We value collaboration, partnership and brokerage of services in aged care, disability, mental health and for carers. We want to continue to impact our community through the power of collective, integrated and networked service providers.

### Contact Details

Phone	Email	Address
(02) 86601936	agedcare@ghca.com.au	20 Carlton St, Granville NSW 2142

## Our Services

Service Type	Details
Household tasks	house and yard maintenance, house cleaning, laundry, and preparation and delivery of meals
Personal services	bathing, showering, personal hygiene and grooming, dressing and undressing, toileting, mobility and transfers (including in and out of bed)
Assistance with daily living activities	Including communication, assistance with the fitting of sensory communication aids, checking hearing aid batteries, cleaning spectacles and assistance in using the telephone
Assistance with nutrition, hydration, meal preparation and diet	assistance with actual feeding where required
Management of skin integrity	providing bandages, dressings, and skin emollients
Continence management	assessment for and assistance with using continence aids, as well as managing continence
Mobility and dexterity support	assessment for and assistance with using mobility aids (via brokerage)
Clinical care	nursing, allied health and therapy services

Service Type	Details
	such as speech therapy, podiatry, occupational therapy, physiotherapy and hearing and vision services
Other support services	home modifications, medication management, rehabilitation support, emotional support, respite care, emergency assistance, transport, and personal assistance to access the community and specific supports for people with cognitive impairments

For more information about these services please call us on 1300 157 715, visit [www.glowhealthcareagency.com.au](http://www.glowhealthcareagency.com.au) or speak to a member of our staff.

Our opening hours are 9am to 5pm.

## Service Quality

As an Approved Aged Care Home Care Provider, Glow Health Care Australia complies with all Commonwealth Government requirements for the delivery of quality Home Care services, including the *Aged Care Act 1997 (Cth)*, associated Principles, and the *Aged Care Quality Standards 2018 (Cth)*.

[If the business is delivering private aged care, delete the above paragraph and use the following paragraph instead.]

As a private Australian organisation, Glow Health Care Australia complies with all state and national requirements for the delivery of care services within the community. Glow Health Care Australia incorporates relevant aged care legislation, regulations, principles, and standards as if an approved aged care provider, to promote best practice within the community.

The *Aged Care Quality Standards 2018 (Cth)* (also known as the Quality Standards) are standards that focus on outcomes for consumers and reflect the level of care and services the community can expect from organisations. The eight Quality Standards are:

1. Consumer Dignity and Choice
2. Ongoing Assessment and Planning with Consumers
3. Personal Care and Clinical Care
4. Services and Supports for Daily Living
5. Organisation's Service Environment
6. Feedback and Complaints
7. Human Resources
8. Organisational Governance

## Aged Care Code of Conduct

When providing care, supports and services to people, Glow Health Care Australia, its key personnel, and staff must:

- a) act with respect for people's rights to freedom of expression, self-determination, and decision-making, in accordance with applicable laws and conventions
- b) act in a way that treats people with dignity and respect, and values their diversity
- c) act with respect for the privacy of people
- d) provide care, supports, and services in a safe and competent manner, with care and

- skill
- e) act with integrity, honesty, and transparency
  - f) promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports, and services
  - g) provide care, supports and services free from:
    - i. all forms of violence, discrimination, exploitation, neglect, and abuse and
    - ii. sexual misconduct and
  - h) take all reasonable steps to prevent and respond to:
    - i. all forms of violence, discrimination, exploitation, neglect, and abuse and
    - ii. sexual misconduct.

In addition to the Code itself, Glow Health Care Australia is also legally obliged, under the *Aged Care Act 1997 (Cth)*, to:

- comply with the provisions of the Code and
- take reasonable steps to ensure that the aged care workers and governing persons of the approved provider comply with the provisions of the Code.

Reasonable steps include ensuring staff and key personnel:

- read and understand the Code and relevant guidance
- undergo regular training and professional development that helps them understand, apply, and uphold the behaviours expected under the Code
- understand the consequences of failing to act in accordance with the Code – both for Glow Health Care Australia, and for them personally and
- are supported to resolve issues where concerns are identified with their compliance with the Code (for example, through training, guidance, and supervision to build skills and capability).

Should Glow Health Care Australia be found to not comply with the Code, regulatory action may be taken by the Aged Care Quality and Safety Commission. Glow Health Care Australia will comply with any education, compliance or enforcement action stipulated by the Commission.

## Your Rights and Responsibilities

### Rights

Glow Health Care Australia respects and fully commits to upholding the rights of all people, including the people who use its aged care services, and their representatives. We are also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

In supporting consumers' rights, Glow Health Care Australia complies with the *Charter of Aged Care Rights*:

As someone who receives aged care and services, 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 the 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 and
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 Glow Health Care Australia, in the first instance
- speak with an aged care advocate on 1800 700 600, or visit [opan.com.au](http://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](http://agedcarequality.gov.au). The Commission can help you resolve a complaint about your aged care provider.

## **Responsibilities**

As per the *Aged Care Act 1997 (Cth)*, your responsibilities include:

- respecting and being considerate to Glow Health Care Australia staff (violence, harassment or abuse towards staff or others is not acceptable or tolerated)
- ensuring service environments are safe for Glow Health Care Australia staff to perform their duties (for example, we can request pets be kept away from staff and that you not smoke near staff)
- providing information about yourself to assist us to deliver safe and quality care and services and
- paying any agreed fees on time.

If any of the above responsibilities cannot be met, we will work with you to provide solutions and support as best as possible.

## **Our Staff**

At Glow Health Care Australia we take pride in matching the most suitable carers to you and your needs.

All staff undergo comprehensive criminal history screening and other mandatory checks prior to employment. They are chosen because they have a genuine passion for supporting older people in the community. They are required to have at least, the following documents prior to commencing direct care support with consumers.

The mandatory checks applicable to all Glow Health Care Australia staff are:

- a National Police Records Check or NDIS Worker Screening Check
- reference checks
- qualification and professional registration checks
- drivers' licence check
- vehicle insurance and registration check (for staff transporting Consumers) and
- Working with children check
- Covid Vaccination



- 100 points Identification

During your initial assessment, we will discuss your preferences, values, and areas of interest, to match the right type of carer to your services. Should any staff provided not meet your expectations we welcome your feedback and will supply an alternative staff member as required.

## **Diversity and Participation**

All aspects of Glow Health Care Australia's service delivery promote consumers' active participation and inclusion in the community. We support consumers to maintain their independence, engagement with social groups, cultural background, or other special needs.

Ways we do this include:

- delivering services in a way that respects individuals' gender, age, language, ethnicity, sexual orientation, religious beliefs, and family responsibilities,
- employing and developing a diverse and culturally competent workforce,
- working collaboratively with Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse services to support holistic service delivery, and
- using a restorative and rablement approach to identifying individual consumer needs and goals, particularly in relation to recognising the importance of choice and control.

At all times Glow Health Care Australia expects its staff to uphold and promote these values as they provide support to you.

If you have any questions or concerns about diversity and inclusion within Glow Health Care Australia's services or would like to access a full copy of Glow Health Care Australia's *Inclusion, Diversity, and Culturally Safe Service Delivery Policy and Procedure* , please ask any member of our staff.

## **Communication**

Glow Health Care Australia staff will show integrity and professionalism in the workplace and when working with you, your support networks, and other relevant stakeholders.

To support your understanding of the information we provide to you, information will be provided in ways that suit your individual communication needs. Written information can be provided in different languages and Easy English or it can be explained verbally by a member of our team. We can also help you to access interpreters or advocates where required. We have Arabic, Spanish, African, Portuguese, Hindu and Chinese speaking staff in the office.

At all times Glow Health Care Australia expects its staff to be open, honest, and transparent as they provide support you.

If you have any questions or concerns about a member of our staff or would like to access a full copy of Glow Health Care Australia's *Service Delivery and Participation Policy and Procedure* , please ask any member of our staff.

## **Interpreting and Translation**

The delivery of safe, high-quality services relies on effective communication. Where required,

interpreters and translators will be made available at no cost to you, to support your interactions with us.

If you would like to request an interpreter or translation service, have any questions or concerns about Glow Health Care Australia's use of interpreters and translators, or would like to access a full copy of Glow Health Care Australia's *Service Delivery and Participation Policy and Procedure*, please ask any member of our staff.

## Advocacy

Glow Health Care Australia supports your right to have an advocate support you in your interactions with us. Your advocate may be a family member, friend, or someone else of your choice. They can also be sourced through the Older Persons Advocacy Network (OPAN) on 1800 700 600 or at [open.com.au](http://open.com.au).

If you'd like help finding an advocate, please speak to one of our staff.

## Privacy and Confidentiality

Glow Health Care Australia values and respects the privacy, confidentiality and dignity of our consumers and their families, as well as our staff. We collect, use, protect and release personal information in full compliance with all relevant State and Federal privacy legislation.

Glow Health Care Australia will only collect information necessary for safe and effective service delivery. We will only use information for the purpose it was collected and secure it safely.

When we collect your information, we will explain why we are collecting the information and how we plan to use it. We will only take photos or videos of you with your full and voluntary consent.

Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law.

You may access the information we hold about you, including to update or correct it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

When your information is no longer needed for the purpose for which it was obtained, we will destroy or permanently de-identify it.

At all times, Glow Health Care Australia expects its staff to uphold and maintain confidentiality regarding your personal information.

You will be provided with a full copy of Glow Health Care Australia's *Privacy Statement* when you access services from Glow Health Care Australia and you can request a copy from any of our staff members, at any time.

## Feedback, Compliments and Complaints

Compliments, complaints, and other feedback provide us with valuable information about consumers' satisfaction with our services. Feedback is taken seriously and is seen as an



opportunity for improvement.

We encourage feedback and comments on the services we provide, both positive and negative. Whether a compliment or complaint, your feedback will be treated with confidentiality and sensitivity. Your services will not be affected, and you will not be treated differently should you raise any feedback or make a complaint with us.

If you would like a staff member to support you to complete Glow Health Care Australia's *Feedback and Complaints Form*, have any questions or concerns or would like to access a full copy of Glow Health Care Australia's *Feedback and Complaints Policy and Procedure*, please ask any member of our staff.

Feedback, compliments, and complaints can be lodged:

- directly with a staff member at any time, either verbally or by providing a completed *Feedback and Complaints Form*
- by email to **info@glowhealthcareagency.com.au**
- by phone on **1300 157 715**
- in writing to **20 Carlton Street, Granville, NSW 2142**
- Also by placing a completed Feedback and Complaints Form in the Suggestion Box in Glow Health Care Australia's Head Office, or by completing Glow Health Care Australia's annual participation satisfaction survey.

### ***Complaints Resolution Process***

We encourage anyone with a complaint to speak directly to a Glow Health Care Australia staff member in the first instance, who will attempt to resolve the issue immediately. If the matter cannot be resolved promptly or within 24 hours, it will be escalated to Glow Health Care Australia's Management

You can use Glow Health Care Australia's *Feedback and Complaints Form* to formally lodge your complaint and a staff member can assist you to do this if you wish.

Your complaint will be formally acknowledged within two working days and a staff member will keep you updated regarding its resolution. Glow Health Care Australia aims to respond to all complaints and grievances as quickly as possible, and within 28 days from acknowledgement.

Your complaint will be formally acknowledged within 2 working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 working days from acknowledgement. If a complaint cannot be responded to in full within 28 days of acknowledgement, you will be provided with an update, which will include when a full response can be expected.

All feedback and complaints will be used by Glow Health Care Australia to continuously improve our service delivery.

### ***Escalating Complaints***

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from Glow Health Care Australia's Manager, or you can complain to the Aged Care Quality and Safety Commission.

Complaints to the Aged Care Quality and Safety Commission can be lodged:

1. by phone on 1800 951 822
2. online at [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)
3. by email at [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)
4. by post to

Aged Care Quality and Safety Commission  
GPO Box 9819  
Sydney, NSW

## Accessing Glow Health Care Australia's Services

We aim to provide accessible services to you that are safe, engaging, and responsive to your support and communication needs.

To be eligible to receive Glow Health Care Australia's services, you must:

- you have been allocated a home care package, or wish to transfer your package from another provider and
- you reside in Glow Health Care Australia's service area.

Consideration must also be given to your Priority of Access by examining:

- the timeframe your *Home Care Agreement* must be entered into
- the urgency of need and risks for you and
- whether Glow Health Care Australia has the resources and capacity to provide care and services to you.

Anyone wishing to access our services must participate in an Intake Interview. The purpose of this interview is to assess your needs and whether Glow Health Care Australia can support you, to discuss Glow Health Care Australia's process about service entry and exit, fees and charges and conditions related to your service delivery.

Where required, we will provide you with information and support to access a person of your choice, such as an advocate, to support you in this process. You will be contacted within 1 working day of the Intake Interview and advised of the outcome.

If you are offered services and accept, we will work with you and your support network to complete the required forms and arrange for an Initial Assessment and Care Planning Interview, which will take place within 7 working days of your acceptance.

If you have any questions or concerns about accessing our services or would like to have a full copy of Glow Health Care Australia's *Service Access and Intake Policy and Procedure*, please ask any member of our staff.

## Service Non-acceptance

If you are offered services by Glow Health Care Australia and you choose not to accept this offer, we will respect your choice and not prejudice future access to our service.

Should you change your mind, you are welcome to contact Glow Health Care Australia at any time.

## **Service Refusal**

Glow Health Care Australia may not be able to offer care and services to you if:

- you do not meet our eligibility requirements (for example, you are yet to receive your home care package allocation, or reside outside Glow Health Care Australia's service area) or
- we do not have the resources to cater to your specific needs.

Where services cannot be provided to you by Glow Health Care Australia, we will assist you with referrals and support to access alternative services within 5 working days

## Appeal

Any person refused services has the right to appeal. Appeals should be directed in writing to Glow Health Care Australia's Manager.

If you require support to make an appeal, Glow Health Care Australia staff can support you by either transcribing your feedback for the Manager's review or referring you to interpreter or advocacy services.

If you are not successful in your appeal, you will be advised of this in writing.

If you are successful in your appeal, a Glow Health Care Australia staff member will support you through our Initial Assessment and Care Planning process.

If you would like to access a full copy of Glow Health Care Australia's *Feedback and Complaints Policy and Procedure*, please ask any member of our staff.

## **Assessment, Planning and Review**

Glow Health Care Australia's Manager will conduct your Initial Assessment and Care Planning Interview, where we will work with you and your support network to assess your individual needs and develop and agree upon a *Home Care Agreement and Care Plan*.

The assessment will consider:

- your personal details such as age, living arrangements, cultural background, sexual identity, and religious and spirituality identity
- your values, beliefs, and past experiences
- your primary and other languages
- any communication or mobility or lifestyle aids required
- your support network, and how you can be supported to engage with your care
- any Advanced Care Plans or End of Life wishes
- any Enduring Power of Attorney details (and whether they are enacted)
- your current and historic medical conditions and current treatment (including clinical and medicinal treatments, and any allergies or intolerances)
- your current health status such as hearing, vision, swallowing and oral health, reflexes, continence, and dietary needs and preferences
- your understanding of your health and wellbeing, and expectations for care
- any barriers to community participation and strategies that could be put in place to help overcome them
- your clinical and personal care needs
- your current lifestyle such as smoking, alcohol, sleep pattern, and social schedule

- your neurological and cognitive functioning such as memory, judgement, mood, and diagnoses such as dementia, Alzheimer's, or similar
- how, when, and where you require supports to be delivered
- where health or clinical needs are identified, what process needs to be followed to respond to deterioration or medical emergencies
- the goals of care
- the expected outcomes of care
- the delegation of care and
- referrals for any other services if required, e.g., occupational therapist, delivered meals, etc.

The scale and nature of the assessment will be dependent on your situation and needs. A range of assessment tools may be used to support your assessment.

A *Consumer Risk Assessment* and *Home Risk Assessment* will also be completed and include appropriate strategies to treat any identified risks, and how these will be planned for and implemented. We'll review these Risk Assessments when we review your *Care Plan* with you.

You will be provided with a copy of your *Home Care Agreement* and *Care Plan*. With your consent, information about your *Care Plan* may be provided to your support networks, your other service providers, and relevant government agencies to ensure a holistic support approach is provided.

We will review your service delivery and needs regularly, with you and your support networks. Flexibility will be provided regarding the timing of reviews, based on your needs and wishes, and you can request a review at any time. Where alterations are required to best meet your needs, your *Care Plan* and *Home Care Agreement* will be updated.

### **Transition to Glow Health Care Australia from Other Services**

If you are transferring from another service provider, we will:

- seeking your consent to contact your previous provider to discuss or obtain your support requirements, previous *Care Plan*, and any information about your needs and goals, to assist your transition
- obtain any information pertaining to your unspent package funds, to ensure efficient and correct care and budget planning
- confirm with you and your previous provider, clear timeframes for the transition, and who is responsible for managing the steps involved, with the aim of minimising the impact of change on you
- identify, document, and respond to any risks associated with the transition and
- develop a *Transition Plan*, which will outline how we will support the transfer. This plan must be agreed upon by all parties involved.

If you have any questions or concerns about Glow Health Care Australia's assessment and planning processes, *Home Care Agreements* and *Care Plans*, or would like to access a full copy of Glow Health Care Australia's *Initial Assessment and Care Planning* or *Care Review* policies and procedures, please ask any member of our staff.

### **Glow Health Care Australia Booking Procedures**

## Leaving Glow Health Care Australia's Services

All consumers also have the right to exit our services at any time and a decision to do so will not prejudice future access to the service. We require at least 2 weeks notice if you wish to leave our services before the end date in your *Home Care Agreement*. Similarly, we will give you at least 2 weeks' notice if we need to terminate your services.

Upon termination, we'll send you a letter informing you of your rights to future service provision, and information regarding advocacy services if required.

We will also notify the Department of Health and Aged Care within 31 days of your last service date.

Any unspent funds will be discussed with you. Unspent subsidies must be returned to the Department of Health and Aged Care, unless you are transferring to another provider, in which case unspent subsidy amounts will be transferred to the new provider.

Any unspent fees paid in advance for services not yet provided will be returned to you. If you are transferring to another provider, unspent fee amounts will also be transferred to the new provider.

We will notify you in writing of any unspent home care funds within 56 days of your last service date.

## Exit Transition Planning

To support you to transition to a new service provider, where required, we will work collaboratively with you and your support networks to identify alternative services and referrals that could best suit your individual needs.

With your consent, we will provide relevant information regarding your support needs to your new service provider to support your transition.

This information will be documented an *Exit Plan*. The *Exit Plan* will also include an assessment of risks associated with the transition to ensure they are adequately identified, documented, and responded to.

If you have any questions or concerns about information sharing with other service providers or would like to access a full copy of Glow Health Care Australia's *Providing Information, Advice and Referrals Policy and Procedure*, please ask any member of our staff.

## Fees and Charges

Fees and charges for our services vary depending on the service and the source of funding for that service (e.g., government funded, or consumer funded). We will discuss prices with you before providing services and include all fees in your *Home Care Agreement*. Your *Home Care Agreement* will contain detailed information about the services we will provide you with and when fees must be paid. This must be agreed to by you before services can commence.

We will provide you with regular invoices and monthly statements to assist you to manage payment for our services. If you have difficulty paying your fees for any reason, we encourage you to discuss this with a staff member so that mutually acceptable payment arrangements can be put in place.

## Freedom from Harm, Abuse and Neglect

When visiting our office or taking part in our services, you have the right to be free from harm and any form of abuse or neglect. Glow Health Care Australia treats any allegation of abuse, assault, or neglect very seriously. Allegations may be subject to both mandatory reporting and police involvement. If you have any concerns or are aware of a situation where abuse or neglect may be occurring, please notify a Glow Health Care Australia staff member.

Glow Health Care Australia employs skilled staff who respect the rights of older people, are aware of current policies and legislation pertaining to harm, abuse, and neglect and will support people and their families and advocates to access complaint mechanisms and raise any concerns they have about our services. All staff undergo comprehensive criminal history screening and other mandatory checks prior to employment.

### **Work/Occupational Health and Safety**

Glow Health Care Australia is committed to providing services in a safe and healthy environment. Work Health and Safety is the responsibility of all Glow Health Care Australia stakeholders - including staff, volunteers, consumers, families, carers, and visitors. We ask that you report any hazards or risks you become aware of and act in a way that protects yours and others' health and safety when visiting your premises.

Where services are provided in your home, we expect that you, or the owner of the premises, will take responsibility for your safety and the safety of our staff working there. As far as practicable, please ensure the premises is safe for our staff and meets all relevant building regulations or legislation. If you cannot perform or arrange for appropriate safety checks, this service can be included in your *Care Plan* or arranged with another service with our support.

### **Incident Management**

We at Glow Health Care Australia have a moral, ethical, and legal responsibility to ensure you are safe and we take proactive steps to protect you from harm. Our incident management system identifies, assesses, manages, and resolves incidents that occur in connection with providing supports or services to you and could cause harm to you. We will provide support and assistance to you if you are affected by an incident (including information about access to advocates such as independent advocates), to ensure your health, safety, and wellbeing.

All personal information we collect to manage incidents must be handled in accordance with Glow Health Care Australia's *Privacy and Confidentiality Policy and Procedure* to protect your privacy.

### **Reportable Incidents**

Under the *Aged Care Act 1997*, a Reportable Incident is any of the following incidents that have occurred, are alleged to have occurred, or are suspected to have occurred to a consumer, in connection with the provision of aged care services:

1. unreasonable use of force
2. unlawful sexual contact or inappropriate sexual conduct
3. neglect
4. psychological or emotional abuse
5. unexpected death
6. stealing or financial coercion by a staff member
7. inappropriate use of restrictive practices and
8. unexplained absence from care



Reportable Incidents are defined as either Priority 1, or Priority 2, and reporting timeframes vary based on the priority. Priority is dependent as to the incident type, extent of harm or discomfort, and whether police reporting is required.

#### Priority 1 Reportable Incidents

Priority 1 Reportable Incidents are incidents:

- that have caused, or could reasonably have been expected to cause, a consumer physical or psychological harm and/or discomfort, that would usually require medical or psychological treatment to resolve
- where there are reasonable grounds to contact the police
- involving unlawful sexual contact or inappropriate sexual conduct or
- where there is the unexpected death of a consumer or a consumer's unexplained absence from the service.

Priority 1 Reportable Incidents require an initial report to be made to the Aged Care Quality and Safety Commission **within 24 hours** of Glow Health Care Australia becoming aware of it.

#### Priority 2 Reportable Incidents

Priority 2 Reportable Incidents are Reportable Incidents that do not meet the criteria for a Priority 1 Reportable Incident. These incidents must be reported to the Commission **within 30 calendar days** of Glow Health Care Australia becoming aware of them.

#### Other Incidents

Other incidents, while not required to be reported to the Commission, must still be recorded in Glow Health Care Australia's Incident Management System and reported to other bodies where relevant.

### ***Incident Investigation***

The options for investigating incidents are:

- **No further investigative action** – This may be appropriate where it can be clearly established that the report of the incident is inaccurate or there is no basis for concern about your safety or the quality of care you are receiving. If the decision is not to undertake an investigation, the grounds for this decision must be supported and recorded with reasoning backed up by evidence. The incident must then be the subject of a review.
- **Monitoring and support required** – Certain information may raise issues that do not necessarily warrant an investigation, but nevertheless require changes in practices. Glow Health Care Australia may manage these issues by monitoring and supporting affected staff members or consumers including yourself, and documenting this on relevant staff files and in your file. The incident must then be the subject of a review.
- **Internal investigation** – This option may be selected only where we have the capability to undertake an investigation independently.
- **External investigation** – In other cases, we will need to commission an investigation by an external party to ensure the investigation is robust, objective and expert. We may commission an internal staff member as an investigator, or a person from another organisation, with relevant expertise.

Regardless of the type of incident or investigation method used, incident investigation must

focus on the incident only. All parties involved in an incident must be provided with procedural fairness and with the support and information necessary to participate in the investigation process.

### **Communication and Open Disclosure**

We will provide timely feedback to anyone who reports an incident, raises concerns, or makes a complaint about harm to another person. Feedback will be provided to you as soon as possible and within 7 days from the incident occurring. If an incident cannot be responded to you in full within 7 days, we'll provide an update. This will include the date by which a full response can be expected, and be provided verbally in the first instance, then confirmed in writing.

We will discuss the outcome of all incident investigations with those involved, where possible. This will be followed by written advice that provides you with the opportunity to make further contact with us if required. The written advice will include information on what further action may be available or taken at the conclusion of the incident investigation. This may include escalating the matter further with an external agency or seeking a further review within the business. We'll also seek your feedback on your experience of the incident management process.

For more information on incident management and open disclosure, you can ask a staff member for a copy of our *Consumer Incident Management Policy and Procedure* and *Open Disclosure Policy and Procedure* at any time.

### **DOCUMENT CONTROL**

<b>Version No.</b>	<b>Issue Date</b>	<b>Document Owner: GHA Aged Care Service</b>
<b>2</b>	<b>June 2023</b>	
<b>Version History</b>		
<b>Version No.</b>	<b>Review Date</b>	<b>Revision Description</b>
	June 2025	Last reviewed June 2024