



# SERVICE USER GUIDE

Version 5

NDIS Registration ID: 4-4331-498



**ihca**  
CERTIFICATION

AS/NZS ISO 9001:2015  
QUALITY CERTIFIED  
ORGANISATION



## Contents

Who is NWRH?	2
NWRH – Committed to Cultural Proficiency in all that we do	2
What services does NWRH offer?	3
How do I contact NWRH?	6
How much does the service cost?	7
How do I start receiving services?	7
What happens next?	7
Will I have to wait?	8
What if I can't keep an appointment?	8
Can I have a Care Plan?	8
Will my information be kept private?	8
Where can I provide feedback about the service?	9
Who else may offer services I need?	10
What are my rights and responsibilities?	11
What are my healthcare rights?	12
Charter of Aged Care Rights	13
Can I be a support person or advocate?	14
Important information for advocates	14
Authority to act as an advocate	15

*This consumer guide contains important information. If you have trouble understanding anything, you can contact the Translating and Interpreting Service 13 14 50 for the cost of local call, 24 hours a day, seven days a week. More than 100 languages are supported. The National Relay Service (NRS) can help people who have hearing or speech impairments (1800 555 660). You can also use an advocate or interpreter.*



**This guide will provide you with an overview of the services we deliver and answer frequently asked questions including how you can access them. If you need services that we don't provide, we can refer you to other organisations that may be able to assist.**

## Who is NWRH?

Leaders in the delivery of community based and outreach allied health, home and community supports, mental health and wellbeing in rural, regional and remote Australia since 1993. NWRH harnesses a large and diverse team of health care professionals across a range of fields; delivering comprehensive healthcare with a commitment to culturally competency.

We service more than 50 communities throughout Coastal Areas, North and West Queensland and the Gulf.

At NWRH our people make a real difference as they:

- Ensure quality care with creative leadership  
Respect and recognise others
- Always deliver cultural and competent service
- Are accountable

Our purpose is to support healthier people in remote, rural and regional communities.

Our role is to deliver comprehensive, high-quality and cost-efficient packages of primary health care and support that enables healthy living in remote, rural and regional areas of Australia.

At NWRH, we believe that our best work is done when:

- People own their own health
- Communities control their own health services where possible
- Staff are employed locally, and assisted to build their skills and capabilities
- Flexibility and responsiveness is possible because staff live where they work
- We have firm connections with communities based on ongoing relationships, and genuine understanding of needs and cultural sensitivities

## NWRH – Committed to Cultural Proficiency in all that we do

Our Reconciliation Action Plan (RAP) has been endorsed by, and registered with, Reconciliation Australia. NWRH respectfully acknowledges our large Indigenous client base and formalises many practices that define how we engage our clients.

NWRH has developed policies and procedures that include Welcome and Acknowledgment of Country, an Indigenous Employment Strategy, Grief and Loss Policy, Cultural Traditional Knowledge Programs, Cultural Engagement Framework and Country and Language Matrix that will help with continually improving health, support, mental health and wellbeing services across our delivery area.

All NWRH staff undergo traditionally informed cultural induction and training relevant to the communities that they service.

The NWRH's Indigenous Employment Strategy (IES) is about employing and equipping local Indigenous people in NWRH staffing operations. Our IES encourages Indigenous Australians to apply for all job vacancies within the organisation and identifies positions that are to be filled by Indigenous Australians. There is also an emerging leaders program.

**“OUR VISION IS FOR RURAL, REGIONAL AND REMOTE COMMUNITIES TO IMPROVE THEIR QUALITY OF LIFE, THROUGH HEALTHY AND ACTIVE LIFESTYLES.”**

## What services can **NWRH** offer you?

We offer a range of health services, tailored to the needs and demands of each community and individual. While some of the communities we service have locally based workers; others may have visiting staff, dependent on need. Below is a description of the types of health professionals in our team and the services that they provide.

**Allied Health Assistants** support the delivery of allied health services by undertaking tasks delegated to them by allied health professionals and may work with one or more allied health disciplines.

**Care Support Workers** provide a range of home and community support that can include domestic assistance, personal care, social support, assistance to access services in the community, home and yard maintenance, meals on wheels, accessing and setting up telehealth services and respite. Care Support Workers work on aged care support programs, disability support programs and community support programs.

**Case Workers** work as part of a multidisciplinary team to support access to holistic family led care in regards to all aspects of health. They provide the link between services and community members to improve health outcomes and family wellbeing.

**Community Care Drivers** provide a transport service for eligible people still living at home, helping them stay independent. The transport service can be used for pickups and drop offs to local medical appointments, social activities and local shopping. The transport bus is fitted with a wheelchair lift and wheelie walkers are also accepted. If you have a carer, they can also use this service to travel with you to your appointments.

**Community Nurses** work as part of a multidisciplinary team to deliver nursing care to individuals, families and communities, in line with community needs and cultural considerations. Community outreach, assessment, prevention and treatment and community development activities, including assisting in coordinating specialist health care programs, are important aspects of this role.

**Continence Nurses** are registered nurses with extensive training in continence care. They are able to assess your condition and work with you to develop a management plan to suit your needs. Eligible clients may also receive continence products at no expense.





**Credentialed Diabetes Educators** provide support and empower you through education to successfully manage your diabetes and achieve your goals. They can provide you with the resources, tools and equipment you require for all aspects of your diabetes care.

**Dementia Advisors** provide a range of counselling and support, information and advocacy for persons, their families and carers, living with dementia. They help to understand and manage situations, behaviours and relationships associated with the patient's need for care.

**Dietitians** treat a range of health conditions. They understand how nutrition affects the body and will give you expert nutrition and dietary advice. They work with people of all ages and backgrounds and provide individualised support tailored to you, to help you achieve your health and wellbeing goals.

**Exercise Physiologists** specialise in designing, delivering and evaluating safe and effective clinical exercise interventions for people with acute, sub-acute or chronic medical conditions, injuries or disabilities. Exercise physiologists' assist their clients in restoring their optimal physical function, health and wellbeing. This is achieved through education, advice and support for lifestyle modification with a strong focus on achieving behaviour change. Exercise Physiology can benefit people living with cancer, cardiovascular disease, kidney disease, mental health concerns, metabolic disease, and musculoskeletal, neurological, neuromuscular, respiratory and pulmonary concerns.

**Mental Health Professionals** provide counselling and psychological support for people experiencing mild to moderate emotional worries and mental health concerns such as grief and loss, depression, anxiety and trauma. Children as young as five years of age are able to access the service. People who are experiencing a severe mental illness may need to be referred to a specialist service

**Occupational Therapists** assist when someone is having difficulty with everyday tasks and activities. These activities include taking care of oneself (and others), working, volunteering, and participating in hobbies, interests and social events. Occupational therapy involves ongoing assessments to understand what activities you can do (and those you want to do), any current limitations, your goals/motivations and also to offer advice/techniques about how to do something more easily and safely.





**Physiotherapists** assess, diagnose, plan and manage the care of clients across a broad range of areas with musculoskeletal, cardiothoracic and neurological problems. They help clients with chronic disease management through lifestyle modification and self management advice, prescribe ability aids and appliances, prescribe and supervise exercise programs for both clients and carers and carry out occupational health assessments and injury prevention activities.

**Podiatrists** diagnose and treat a range of conditions and injuries specific to the foot and lower limbs; including bone, joint, skin, nail and muscular disorders and neurological and circulatory complaints.

- General foot care; where clients find it difficult to cut their nails / or where patients cannot safely reach or care for their own feet
- Ingrown toenail surgeries
- Debridement of callus and enucleation of corns
- Diabetic foot assessment and management
- Lower limb musculoskeletal injuries (knee and below)

**Psychologists** are health care professional with special training in mental health, (how people think and behave). They work with individuals, couples and families to address mental health and emotional concerns like anxiety, depression, grief and loss, relationship or parenting concerns, learning difficulties, alcohol, drug, gambling and gaming issues. Psychologists talk with you the things that worry or distress you and together with you, develop plans and strategies to help you cope better.

**Social Workers** provide information, counselling, emotional and practical support. They operate as members of the multidisciplinary health care team that provide services in a broad variety of areas, but their primary concern is to address the social and psychological factors that surround clients physical and/or medical concerns.

**Speech Pathologists** work with people who have difficulties with their talking, listening, hearing, reading/ writing and swallowing. They work with children to help them make sounds, learn new words and support building friendships and socialising. In the adult space, they support people after they experience a stroke, degenerative conditions and brain injuries, to have functional communication skills and safely swallow food and drinks.

**Wellbeing Clinicians** are staff who can provide practical support for social and emotional difficulties including one on one support, group and family work. They can support people experiencing drug and alcohol issues, offenders and their families, support families with school attendance and more. They work alongside other health professionals to improve social, emotional and wellbeing of people and their families. They offer a holistic approach to treating substance dependency, gambling and addressing family violence. They work on a case-by case basis and collaborate with services in and outside of the community. They aim to work with community members and organisations to develop strength and resilience within the community.



## How Do I Contact NWRH?



**[info@nwrh.com.au](mailto:info@nwrh.com.au)**

### **Central West (Longreach)**

19 Duck Street  
PO Box 256  
Longreach QLD 4730  
**Tel:** 07 4652 7100  
**Free call:** 1800 789 310

### **Cloncurry Health Precinct**

19-21 Scarr Street  
Cloncurry QLD 4824  
**Tel:** 07 4744 7600

### **Woolbubinya Doomadgee Wellbeing Centre**

Lot 6, Gunnalunja Drive Doomadgee QLD 4830  
**Tel:** 07 4742 9400

### **East Coast & Corporate**

261-263 Ross Rive Road Aitkenvale QLD 4814  
PO Box 8056  
Garbutt BC QLD 4814  
**Tel:** 07 4781 9300  
**Free call:** 1800 799 244

**[www.nwrh.com.au](http://www.nwrh.com.au)**

### **Normanton Wellbeing Centre**

38 Dutton Street  
PO Box 185  
Normanton QLD 4890  
**Tel:** 07 4747 8800

### **Kalngkurr Mornington Island Wellbeing Centre**

**Tel:** 07 4747 9700

### **North West (Mount Isa)**

53 Enid Street, PO Box 1127  
Mount Isa QLD 4825  
**Tel:** 07 4744 7600  
**Freecall:** 1800 221 131

### **Georgetown Mental Health and Wellbeing Centre**

35 St George Street  
Georgetown QLD 4871  
**Tel:** 07 4079 9401



## How much does the service cost?

The **NWRH Fees Schedule** is available at [www.nwrh.com.au](http://www.nwrh.com.au) and outlines costs for services. NWRH recognise individual circumstances, with payment arrangements outlined in the **Fees Policy**. Many of our health services are provided at no cost to clients.

You may also be eligible for a Medicare rebate for some allied health services related to Chronic Disease and Mental Health – speak with your General Practitioner (GP) to obtain a referral.

Please speak with NWRH if you have any questions relating to costs for services.

## How do I start receiving services?

We encourage you to visit your GP and ask for a referral to any of our services. This will ensure your GP is aware of all of the health services you are receiving and will be kept informed on the management of your health.

Alternatively, you can self-refer or be referred by a family member, friend, hospital or other community based organisation, with your permission. The best way to refer is to contact us by our FREECALL 1800 numbers listed on page 6.

For the Commonwealth Home Support Program or Home Care Packages please contact My Aged Care on 1800 200 422 or go to their website [www.myagedcare.gov.au](http://www.myagedcare.gov.au). We can also assist you with your registration with My Aged Care. Please contact us by any of our FREECALL 1800 numbers listed on page 6.

## What happens next?

**Our services are allocated by a process called triaging. This is when clients who have more severe needs are seen before those with a less severe condition. The process is as follows:**

1. You obtain a referral from your GP, community based organisation or contact us directly.
4. For some of our services, referrals are reviewed and accepted or declined based upon program eligibility. The referrer will be contacted if the referral does not meet eligibility criteria or more information is required. You will be contacted for an appointment with the relevant NWRH practitioner. The consultation takes place with the health practitioner. The time of a consultation varies, but usually will take between 30 and 60 minutes.
5. Any required follow up care will be arranged by the NWRH health practitioner.
6. NWRH works with many other health and community service providers to ensure your care needs and goals are met. Your health practitioner may ask to refer you to one of these services.
7. Once Care Plans and treatment goals are completed and achieved, you will be discharged from the service.

### You could be offered a Telehealth Consultation!

NWRH is committed to improving your access to health services, this can sometimes be achieved through telehealth. Telehealth is the use of phone or video conferencing to conduct your health appointment. NWRH use a high quality telehealth platform called COVIU, which meets strict technical requirements to ensure that your privacy is protected. We will provide you with further information prior to this taking place and determine if this is appropriate to your needs and supports. You can tell us at any time if you do not want this to happen.





## Will I have to wait?

Different services and locations have varying demands. We will prioritise clients according to how urgent and complex their needs are. If it is likely that you will experience a delay, we will contact you by phone and in writing.

## What if I can't keep an appointment?

Please discuss any difficulties you may have in accessing our services with our staff. We ask that you contact us as early as possible if you can't keep an appointment so we can offer your appointment time to another client. You must provide us with more than 24 hours' notice if you want to change or cancel an appointment. If you fail to provide us that notice, we will charge you any fees associated with providing that service, unless there are extenuating circumstances. If you miss several appointments without notifying us, we reserve the right to withdraw services from you. This will ensure that other people requiring services do not miss out.

## Can I have a care plan?

A Care Plan helps you to set goals for your treatment or supports with a variety of health practitioners. It provides a summary of progress against the treatment goals, whilst also ensuring that you and all your health practitioners are working from the same plan. Our staff can work with you to create a new Care Plan or our staff can contribute to an existing Care Plan. We will offer you a copy of your Care Plan and you can also request a copy of your Care Plan at any time.

## Will my information be kept private?

Maintaining your privacy is important to us. To allow us to provide you with the best possible service, we will need to gather personal and medical information about you.

Consent is requested when you are first seen by NWRH to engage in or receive treatment and to only share your information with referrers or other identified services involved in your care.

We will ensure information is kept electronically in a secure location. Only staff involved with providing your treatment and designated support staff have access to this information. The types of information we store include your contact details, notes on your treatment, referrals and other information relevant to the service provided. For statistical analysis, quality improvement and planning purposes we are required to share de-identified information to State and Australian governments.

You can access any information we have about you. If you would like a copy of the NWRH Privacy and Confidentiality Policy, please contact our Townsville office: 1800 799 244, or go to our website [www.nwrh.com.au](http://www.nwrh.com.au).



**PLEASE DISCUSS ANY DIFFICULTIES YOU  
MAY HAVE IN ACCESSING OUR SERVICES  
WITH OUR STAFF**

## How can I provide feedback about the service?

We want to provide a high quality, professional service and we encourage you to tell us about your experience – good and bad - as we value and review all feedback provided to us.

You may be asked to evaluate us at the end of our service by filling out a client satisfaction survey.

The survey includes structured questions to guide your feedback. Please note that giving us negative feedback will not affect our current service to you, or impact on any future applications you may make.

We recommend you talk or write to our staff member providing the service, or complete the feedback form

on our website [www.nwrh.com.au/contact](http://www.nwrh.com.au/contact).

Where relevant, we will notify you of any outcomes from feedback provided relating to service delivery, incidents, complaints and alike.

If the issue remains unresolved, please contact our Executive Managers in writing or by phoning 1800 799 244. You can also take your concerns to outside bodies such as:

SERVICES	CONTACT DETAILS
If you have a concern or complaint about any health service provider in Queensland, you can call or write to the Office of the Health Ombudsman.	<b>OFFICE OF THE HEALTH OMBUDSMAN</b> PO Box 13281 George St, BRISBANE QLD 4003 <b>Tel:</b> 13 36 46 <b>TIS:</b> 131 450 <b>NRS:</b> 133 677
The Office of the Public Guardian safeguards the rights and interests of people with impaired capacity by investigating allegations of neglect, exploitation and abuse.	<b>QLD OFFICE OF THE PUBLIC GUARDIAN</b> <b>Tel:</b> 1300 653 187
If you have a concern or complaint about Aged Care Services including; <ul style="list-style-type: none"> <li>• Community Home Support</li> <li>• Home Care Packages</li> </ul>	<b>AGED CARE QUALITY &amp; SAFETY COMMISSION</b> GPO Box 9819, BRISBANE QLD 4001 <b>Tel:</b> 1800 951 822 <b>TIS:</b> 131 450 <b>AIS:</b> 1800 334 944
ADA Australia's Aged Care Advocacy service provides information and individual advocacy support to people who have issues related to Commonwealth funded aged care services in Queensland.	<b>ADA Australia</b> <b>Tel:</b> 1800 818 338 <b>W:</b> <a href="http://www.aadaaustralia.com.au">www.aadaaustralia.com.au</a>
If you have a concern or complaints about your NDIS services and/or supports, you can contact the NDIS Quality and Safeguards Commission.	<b>NDIS QUALITY &amp; SAFEGUARDS COMMISSION</b> 215 Adelaide Street, BRISBANE QLD 4000 <b>Tel:</b> 1800 035 544 <b>TTY:</b> 133 677 <b>NRS:</b> 1300 555 727
If you have a concern or complaint about a Department of Social Services (DSS) funded services, you can contact the DSS.	<b>DEPARTMENT OF SOCIAL SERVICES</b> GPO Box 9820, CANBERRA ACT 2601 <b>Tel:</b> 1300 653 227 <b>TIS:</b> 131 450 <b>TTY:</b> 133 677 <b>NRS:</b> 1300 555 727
If your human rights have been limited by a public entity, you may be able to make a complaint with the Australian Human Rights Commission.	You can make a complaint no matter where you live in Australia. You can contact the commissions national information service by phone on 1300 656 419 or by email to <a href="mailto:infoservice@humanrights.gov.au">infoservice@humanrights.gov.au</a> . You can make a complaint online at <a href="http://www.humanrights.gov.au/complaints/make-complaint">www.humanrights.gov.au/complaints/make-complaint</a> . For any further information visit: <a href="http://www.humanrights.gov.au">www.humanrights.gov.au</a>

**TRS** - Translating and Interpreting Service

**NRS** - National Relay Service

**TTY** - Text Telephone

**AIS** - Aboriginal Interpreter Services



## Who else may offer services I need?

In an emergency or life-threatening situation call 000.

### MY AGED CARE

Tel: 1800 200 422

Web: [myagedcare.com.au](http://myagedcare.com.au)

### NATIONAL DISABILITY INSURANCE SCHEME

Tel: 1800 800 110

Web: [ndis.gov.au](http://ndis.gov.au)

### LIFELINE

Tel: 13 11 14

Web: [lifeline.org.au](http://lifeline.org.au)

### SANE

Tel: 1800 187 263

Web: [sane.org](http://sane.org)

### BEYONDBLUE

Tel: 1300 224 636

Web: [beyondblue.org.au](http://beyondblue.org.au)

### BROTHER TO BROTHER

Tel: 1800 435 799

### TAIHS

Tel: 1800 082 447

Web: [taihs.net.au](http://taihs.net.au)

### DEADLY CHOICES

Web: [deadlychoices.com.au](http://deadlychoices.com.au)

### KIDS HELP LINE

Tel: 1800 55 1800

Web: [kidshelpline.com.au](http://kidshelpline.com.au)

### R U OK?

Web: [ruok.org.au](http://ruok.org.au)

### QUITLINE

Tel: 137 848

Web: [quitnow.gov.au](http://quitnow.gov.au)

### ALCOHOLICS ANONYMOUS

Tel: 1300 222 222

Web: [aa.org.au](http://aa.org.au)

### REACH OUT

Web: [reachout.com](http://reachout.com)

### HEALTH DIRECT

Tel: 1800 022 222

Web: [healthdirect.gov.au](http://healthdirect.gov.au)

### NATIONAL RELAY SERVICE

(for speech or hearing impairment)

Tel: 1300 555 727

Web: [relayservice.gov.au](http://relayservice.gov.au)

### HEADSPACE

Tel: 1800 650 890

Web: [headspace.org.au](http://headspace.org.au)

### 13YARN

Tel: 13 92 76

Web: [13yarn.org.au](http://13yarn.org.au)



# What are my rights and responsibilities?

As health care providers, NWRH respects your rights - we value an atmosphere of mutual trust and respect. As a result, the following client rights and responsibilities demonstrate our commitment to this partnership. For further information, please also refer to the Charter of Rights section available at [www.nwrh.com.au](http://www.nwrh.com.au).

## In summary, you have a right to:

- Be treated with respect, courtesy and dignity
- Have your culture, identity, beliefs and choices respected
- Have your case assessed (or reassessed) without discrimination
- Be informed about the services available and have the opportunity to participate in decisions about your care
- Be given information about your health issues and the range of treatment options in a way that is easy to understand
- Be given information about how treatments will affect you
- Be informed about your ability to seek a second opinion
- Have our staff consider their duty of care to keep you safe while they are providing the service
- Have your privacy and confidentiality maintained
- View and correct any information we hold about you
- Have a relative, friend, advocate or interpreter be with you or act on your behalf
- Express concerns about the service without fear of the service being withdrawn, reduced or being penalised in any way
- Be made aware of your right to refuse treatment, and have your withdrawal of consent to be respected
  - Make a complaint and have it dealt with seriously, fairly and quickly

## In return, we would ask that you, as our client:

- Treat our staff with courtesy and consideration and respect our staff's privacy, culture, identity, beliefs and choices
- Let us know if you can't keep an appointment
- Treat others with respect: Any kind of violence, harassment or abuse towards staff or other clients is not acceptable
- Provide feedback to us about the care and treatment you receive from us
- Provide us with up-to-date contact details and keep us informed if these change
- Nominate your preferred place of service delivery where this choice is available
- Actively participate in your treatment to ensure it is appropriate and acceptable (e.g. ask questions about your condition and proposed treatment to ensure that you understand about giving consent)
- Let us know if your circumstances change (such as a need to adjust the amount or type of service, or a change of advocate)
- Accept responsibility for the results of any decisions you have made with our staff about the type or level of service
- Respect the rights of staff to work in a safe environment
- Pay agreed fees on time
- Infectious Disease – Advice to clients with existing appointments:

Please do not attend your appointment if you have tested positive to Covid-19 or are experiencing symptoms. If you are unwell (including but not limited to fever, cough, difficulty breathing) please notify NWRH before the appointment. Our staff may re-schedule the appointment or request that you wear an appropriate mask to your appointment.

**WE VALUE AN  
ATMOSPHERE OF  
MUTUAL TRUST AND  
RESPECT.**





## What are my healthcare rights?

### I have a right to:

#### Information

Clear information about my condition, the possible so I can give my informed consent

Receive information about services, waiting times and costs

Be given assistance, when I need it, to help me to understand and use health information

Access my health information

Be told if something has gone wrong during my and what is being done to make care safe

#### Privacy

Have my personal privacy respected

Have information about me and my health kept secure and confidential

#### Give feedback

Provide feedback or make a complaint without it

Have my concerns addressed in a transparent and timely way

Share my experience and participate to improve the quality of care and health services

#### Access

Healthcare services and treatment that meets my needs

#### Safety

Receive safe and high-quality health care that meets national standards

Be cared for in an environment that is safe and makes me feel safe

#### Respect

Be treated as an individual, and with dignity and respect

Have my culture, identity, beliefs and choices recognised and respected

#### Partnership

Ask questions and be involved in open and honest communication

Make decisions with my healthcare provider, to the extent that I choose and am able to include the people that I want in planning and decision-making

## Australia Commission on Safety and Quality in Health Care

For more information, ask a member of staff or visit [www.safetyandquality.gov.au/your-rights](http://www.safetyandquality.gov.au/your-rights)

Footnote: This is the second edition of the Australian Charter of Healthcare Rights. These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

Refer to [www.nwrh.com.au/social-responsibility/](http://www.nwrh.com.au/social-responsibility/)

# Charter of Aged Care 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 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
14. Exercise my rights without it adversely affecting the way I am treated

## Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care & services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about consumer rights in relation to the aged care service, and
- information about consumer rights under the Charter.

## Provider

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. Providers must give consumers a copy of the Charter that sets out:

- signature of provider's staff member;
- the date on which the provider gave the consumer a copy of the Charter; and
- the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;
- the consumer (or authorised person)'s signature (if they choose to sign); and
- the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.





## Can I be a support person or advocate?

If an advocate or support person can help us to provide a better service, we encourage you to use one. An advocate can help you as much or as little as you need. An advocate's role is to act on your behalf and in your best interests. You may decide to use an advocate for a variety of reasons.

- You want somebody, such as a carer, to be kept informed of how things are going with your treatment.
- Speaking or reading English may be difficult for you and you would like somebody independent to help.
- You want to discuss your treatment but feel uncomfortable or are unsure of how to do this.
- You are having problems with the service or staff and would like somebody to help raise issues and resolve them with us.
- You want an independent person who is keenly concerned with ensuring your rights are considered.
- You would just feel more comfortable having somebody with you.

**You can select a family member, friend or independent advocacy group who will act in your best interest. If you would like to use an advocate, we ask that both you and the advocate complete an Authority to Act as an Advocate Form (page 15). We can then include your advocate in discussions about your care. You can change your advocate at any time.**

## Important information for advocates

- Take your role as advocate seriously, and act in the best interest of the client.
- Complete the Authority to Act as an Advocate Form (page 15).
- Keep the client informed of any issues and developments about services negotiated or discussed on their behalf.
- Read this guide and familiarise yourself with the client's Care Plan.
- Encourage the client to provide feedback on the services they are receiving.
- Advise us about any changes in the client's circumstances or concerns about his/her changing needs.







## Authority to act as an advocate

### Client details

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

I authorise the person named below to act as an advocate on my behalf and represent my interest in relation to my involvement with North and West Remote Health (NWRH).

I understand NWRH may discuss details of my Care Plan and the services it provides with my advocate when necessary.

This authority takes effect from \_\_\_\_/\_\_\_\_/\_\_\_\_ and replaces any previous arrangements.  
I understand I can change my advocate at any time and will advise the service of any change in writing.

Client's Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

### Advocate details

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

I have read the Important Information for Advocates in the NWRH Service User Guide and agree to act as the advocate for the above-named person.

Advocate's Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_







**NWRH** is a vibrant, not-for-profit company employing multidisciplinary teams to provide allied health, home and community supports and mental health and wellbeing services across regional, rural and remote Australia.

For assistance simply contact any of our friendly staff.

## Contact Us

[www.nwrh.com.au](http://www.nwrh.com.au)

Free call: 1800 799 244



**We have places available.  
Contact our friendly team today to see what  
services we offer in your community!**

NWRH respectfully acknowledge the Traditional Owners, Elders and Leaders past, present and emerging as Custodians of the lands across which we deliver Health and Wellbeing Services.