



# Participant Handbook.

Empowering Independence with  
Heartfelt, Culturally Inclusive Care



## Thriving Together.

It's the strength of lived experience, the joy of connecting across cultures, and the comfort that comes from feeling genuinely understood and supported. At Cura Aged Care, we're proud to have a community where every culture is respected and every story matters. It's a place where you're seen, heard, and supported to live independently with care that reflects your language, background, and identity. When your traditions and experiences are honoured, you can feel at ease, surrounded by people who celebrate who you are and walk beside you on your journey.



### Accessible Reading Option.



For vision-impaired participants, our handbook is available online with easy zoom options for comfortable reading.

Use QR code or visit:  
[www.cura.org.au/resources](http://www.cura.org.au/resources)



## Acknowledgement of Country.

We acknowledge the Traditional Custodians of the lands on which we operate, the Kombumerri people, the Gubbi Gubbi people, the Jinibara people, the Turrbal people, the Quandamooka people, and the Bundjalung people. We pay our respect to Elders past, present and emerging. We extend our respect to all Aboriginal and Torres Strait Islander peoples and acknowledge their ongoing connection to land, sea, culture and community.

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## Welcome to Cura.

Welcome to Cura Aged Care. As a not-for-profit organisation, we are dedicated to helping you maintain your independence at home with compassion and cultural sensitivity. Our multilingual, multicultural team provides personalised care tailored to your unique needs, whether it's assistance with daily tasks, social support, or connecting with the community. We proudly serve the Gold Coast, Tweed Coast, Northern NSW, Greater Brisbane Region, Moreton Region, and Sunshine Coast.

### Our Mission.

Facilitate opportunities for people to thrive by promoting health and wellbeing, embracing diversity and creating connections.

### Our Vision.

A fair and inclusive society where people feel they belong.

### Our Values.

Unity, Compassion, Integrity, Respect, Joie de vivre.





## Why Choose Cura Aged Care.

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Cura was established in 2013 as the Aged & Community Services branch of the Multicultural Communities Council Gold Coast (MCCGC). "Cura" means "care" in Latin, reflecting our commitment to supporting an inclusive, diverse community. We help participants to access health and wellbeing services, stay active, engage socially, and receive in-home support.

### Our Organisation.

Cura Aged Care is proud to be part of the Multicultural Communities Council Gold Coast (MCCGC), supporting diverse communities since 1983. As a leading voice for multicultural inclusion, our organisation works alongside individuals, families, and local organisations to celebrate culture and connection. Together, we help communities thrive across Southeast Queensland and Northern New South Wales.

### Our People.

Our team is dedicated to enhancing the lives of our participants. We are reliable, flexible, and compassionate—committed to ensuring everyone receives the care they deserve. Our inclusive, multicultural workplace brings together a vibrant team fluent in over 43 languages, creating an environment where both staff and participants can truly thrive.

### Our Care.

We believe in personalised care that enhances your health, wellbeing, and daily life. We begin by understanding your preferences, lifestyle, and individual needs. Our compassionate Care Partners work with you to create a tailored Care Plan, connecting you with the right services and qualified staff to help you achieve your goals.

### Diversity & Inclusion.

At Cura, we celebrate diversity in all its forms. Our team's cultural understanding allows us to deliver aged care that respects each participant's identity and needs. We're committed to fostering an inclusive community where everyone feels valued and respected.

### Comprehensive Support.

Your care needs are unique and may change over time. Whether it's daily assistance or specialised support, Cura is here to guide you. Our skilled team adapts with you, offering seamless transitions across in-home care, respite, wellbeing, and community engagement. We partner with you and your family to create a Care Plan that grows with you—ensuring you're supported to live life fully.

# Contact Us.

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If you have any questions about your care, need to reschedule services, or have an inquiry about your account, please reach out to our friendly team.

## Hours of Operation.

**Weekdays 7.00am - 5.00pm**  
(UTC+10 Brisbane Time)

Our staff are available during these hours to assist with any inquiries. If you call outside of business hours or our line is busy, please leave a voicemail with your full name and contact number, and we will get back to you as soon as possible.

## Contact Information.



07 5620 3805



[support@cura.org.au](mailto:support@cura.org.au)



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



1 Dominions Rd, Ashmore Qld 4214

## Enquiry Support.

We are here to help with connecting you to the right area to get your enquiry handled. This may include:

- Rescheduling or changing services
- Connecting you with your Care Partner or CHSP Coordinator
- Cancelling services if you won't be home
- Putting services on hold if you're going into hospital or on holiday
- Paying your monthly invoice
- Providing information about our services
- Requesting additional or new services
- Addressing feedback or complaints
- Handling general enquiries

## Language Support.



We can provide information in various languages and arrange for an interpreter if needed. Please note that Cura staff cannot act as interpreters. However, you can use the telephone interpreter service (TIS) by calling 13 14 50.





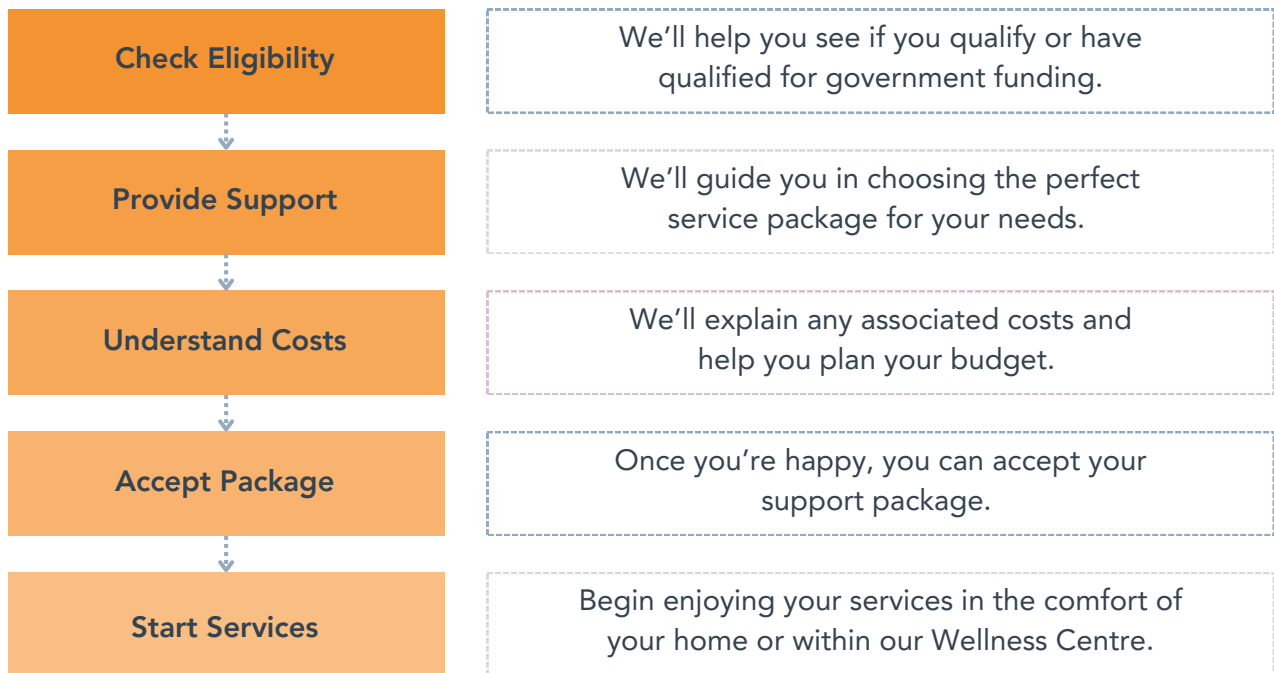
# Understanding Your Aged Care Support Options.

At Cura, we offer a range of services to tailor your care and support to meet your specific needs. Whether you're government-funded (have a Support at Home or Commonwealth Home Support Program package) or are exploring private services, here's a guide to help you understand what's available and how to choose the best option for you.

Getting started with Cura is simple. We're here to make sure your care suits you perfectly. Your dedicated Care Partner will guide you through each step—explaining your options, helping you choose the right services, and considering any support you already receive from family, friends, or other providers. Together, we'll build a Care Plan that fits your life.

## Getting Started - The Process.

It's easy to begin your journey with Cura. Just follow these steps.



**Our goal is to make sure you get the care that fits you and your lifestyle best.**

Your Cura Care Partner will be with you every step of the way, helping you understand your options and choosing the services that work for you. We'll also consider any help you're already getting from family, friends, or other services.



# Aged Care Funding Eligibility.



To see if you're eligible for government funding support, you'll need an assessment coordinated through My Aged Care using the Integrated Assessment Tool (IAT). The IAT is a new Australian assessment tool for determining eligibility for government-subsidised aged care services, replacing the previous National Screening and Assessment Form. It is part of the new Single Assessment System and aims to provide a more comprehensive, single assessment of an individual's needs, including physical, cognitive, and social factors. The assessment is free and is generally carried out in the comfort of your home.

## The Assessment Team will:

- Confirm your eligibility for home care.
- Provide information about local services.
- Help you access the care you need.
- Assist with residential respite care if necessary.

You'll receive written confirmation of your eligibility and the care level you qualify for, so be sure to keep this important document.

## Finding the Right Support for You.

Everyone's needs and goals are different, and we understand that choosing the right support can feel overwhelming. Our experienced Care Partner Team are here to help you navigate your options and find the best fit. We offer flexible, personalised support so you can stay independent and connected to what matters most.

## Waiting for Your Government Funded Package.

Due to high demand, there might be a wait for your government-funded package. Once you are approved, our team will prioritise our support to you based on your care needs and approval date. You can opt for an interim privately paid service plan to start receiving some support sooner. Once your full package is available, we'll upgrade it for you.

## Understanding Your Care Costs.

At your initial onboarding meeting, your Care Partner will explain the fees and charges associated with your care. Together, you'll create a Care Plan and budget for your support, outlining how funds are used to meet your needs. Monthly statements will keep you updated on spending and available funds.

## Participant Contributions.

Contribution to the cost of your care is determined by your income and asset assessment. This fee is calculated by Centrelink. There are annual and lifetime caps and financial hardship can be applied for. For details, visit [myagedcare.gov.au](http://myagedcare.gov.au).



## Accepting Your Service Package.

Once we offer you your Cura services package, you'll need to sign a Cura Service Agreement. Signing this helps clarify our relationship and ensures you understand the services we provide to you. You will get a copy of the agreement for your records. If someone else is signing on your behalf, we will need proof of their legal authority.

We're here to support you through every step, ensuring you feel confident and cared for. If you have any questions or need assistance, just reach out—we're here to help.

## Funding Types.

Commonwealth Home Support Program (CHSP)	Support at Home Program	Self-Funded (Private Funding)
A government program offering basic support focused on wellness and re-ablement.	A government funded program that provides in-home aged care services to help participants live independently.	Immediate support available through 'Fee for Service' for those waiting for funding or not eligible for government subsidies.

## Funding Types Explained.

### Commonwealth Home Support Program (CHSP).

**What it is:** Funded by the Australian Government, CHSP funding is designed for individuals with basic care needs. It provides essential services to help you remain at home and stay engaged in your community. Services can include in-home support, social connectiveness activities, transport, personal care, and home modifications.

**Handy Tip:** With CHSP funding, you'll receive a separate referral code for each service you're approved for. Most people are approved for one or two entry-level supports, so you'll usually see one or two individual codes listed in your support plan.

**Eligibility:** The program is suitable for those who need a bit of assistance but do not require extensive care.

### Support at Home program.

**What it is:** Support at Home is a program to help participants remain at home as they age by delivering coordinated care and services to meet their assessed ageing related care needs with:

- 8 classifications to fund ongoing services
- 3 short-term pathways to fund assistive technology and home modifications, restorative care and end-of-life care
- 4 transitioned Home Care Package classifications to provide an equivalent level of funding for those who transitioned to Support at Home participant contributions set by the government.

**Eligibility:** To qualify for a Support at Home package, you must first be assessed. You can be referred for an assessment through My Aged Care, by your GP, nurse, hospital, or another healthcare professional, or you can refer yourself directly. The assessment is free of charge.

### Self-Funded (Private Funding).

For those who prefer or need additional care beyond government-funded programs, fee for service or private care is available. This option provides flexibility and control over the type of care and services you receive.

# Your Service Agreement & Personalised Care Plan.



## Understanding Your Cura Service Agreement.

Your Cura Service Agreement outlines everything you need to know about your care services provided by Cura Aged Care. It includes:

- **Terms of Agreement:** The official terms outlining the services provided.
- **Care Plan:** Details your personal goals and the strategies to achieve them.
- **Aged Care Rights:** Information on your rights and entitlements.
- **Summary of Services:** Overview of the services we will provide.
- **Participant Contributions:** Any co-payments or contributions required.
- **External Advocacy and Complaints:** Resources for seeking help or making complaints.
- **This Handbook:** Your guide to understanding our support team and processes.

If you are receiving services under the Support at Home Program, your Cura Service Agreement also includes a quarterly budget and fee schedule, outlining the costs and fees associated with your Care Plan. We encourage you and/or your authorised representative to review these terms thoroughly.

## Your Custom Cura Care Plan.

Your Cura Care Plan is specifically tailored to meet your unique needs, based on the funding you receive. It clearly details the services and support that will be provided to you, including:

- The types of services you will receive aligning with your My Aged Care Support Plan.
- The schedule for when these services will be delivered.
- Your preferences for how services should be carried out.
- Your goals for each service.
- Any specific requirements you may have.
- Budget (Support at Home participants).

Our team is dedicated to ensuring that you receive the care outlined in your plan. If your needs change or if you require additional support, please reach out to our team. We can adjust or arrange a review with your Care Partner to discuss any long-term changes.

You will always have a copy of your most up-to-date Care Plan, so you and our staff are aware of the support being provided. This plan is updated whenever there are changes in your needs or preferences, aligning with your My Aged Care Support Plan. If you have any questions about your Care Plan or if you feel your needs have changed, please don't hesitate to speak with a Cura staff member or contact your Care Partner.



## Assessment & Review.

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We will regularly review or reassess your Cura Care Plan to ensure it continues to meet your needs. This typically occurs at least once every 12 months, or sooner if your needs have changed. We also conduct a review after any extended hospital stay.

These reviews and reassessments help us understand your evolving needs, work with you to set your care goals, and ensure you receive the support you need and desire. If you'd like, we can confidentially share the outcomes of each assessment and review with your GP. Should there be significant changes in your needs, we can refer you back to My Aged Care for a new assessment.

We recognise that every individual is unique, and we encourage you or your representatives to provide ongoing feedback and share your preferences for care and services.



# Our Services.



Whether you're looking for a bit of extra help around the house, aiming to enhance your social life, or in need of more comprehensive day-to-day support, our extensive range of aged care services can assist you. We will guide you through the various care options available and work with you to develop a customised Cura Care Plan. Our goal is to provide culturally sensitive care and support your independence and well-being at home. Below, you will find a detailed overview of the services we offer:

## Independence Supports.

Support delivered to participants to help them manage activities of daily living & the loss of skills required to live independently.

Personal Care
Assistance with selfcare and activities of daily living
Assistance with the self-administration of medication
Continence management (non-clinical)

Social Support & Community Engagement
Group social support (excluding transport)
Group social support (including transport up to 20 klm)
Individual social support
Accompanied activities (including 20 klm travel)
Cultural support
Digital education and support
Assistance to maintain person affairs
Expenses to maintain personal affairs

Respite
Respite Care

Transport
Direct transport - (driver and car provided)
Indirect transport (taxi or rideshare service vouchers)

Assistive Technology & Home Modifications
Assistive technology
Home modifications

Therapeutic services for independent living	
Accupuncturist	Art therapist
Chiropractor	Osteopath
Diversional therapist	Telehealth - Therapeutic services for independent living
Remedial masseuse	

## Everyday Living Supports.

Support to assist participants to keep their home in a livable state in order to enable them to stay independent at home.

### Domestic Assistance

General house cleaning - essential light cleaning

Laundry services

Shopping assistance (including 20 klms travel)

### Home Maintenance & Repairs

Gardening - essential light gardening

Assistance with home maintenance and repairs

Expenses for home maintenance and repairs

### Meals

Meal preparation

Meal delivery



# Our Services Continued ..

## Clinical Supports.

Specialised services help maintain or restore function and cognition, provided or supervised by qualified health professionals using evidence-based care.

Nursing Care
Registered Nurse (RN)
Enrolled Nurse (EN)
Nursing assistant
Nursing care consumables - specialised nursing products)

Allied health & other therapeutic services (in-person or via telehealth)
Allied Health Therapy Assistant
Counsellor or Psychotherapist
Dietitian or Nutritionist
Exercise Physiologist
Music Therapist
Occupational Therapist
Physiotherapist
Podiatrist
Psychologist
Social Worker
Speech Pathologist

Allied health & other therapeutic services continued ..
Telehealth - Allied health services
Aboriginal and Torres Strait Islander health practitioner
Aboriginal and Torres Strait Islander health worker

Nutrition
Prescribed nutrition - prescribed supplementary dietary products (enteral and oral) and aids required for conditions related to functional decline or impairment

Care Management
Home support care management

Restorative Care Management
Home support restorative care management





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# Your Care Team.

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## Your Support Network.

When joining Cura Aged Care, you are surrounded by a supportive team that is focused on providing you with the care you need. This team, nominated by you, may include:

### Home Care Workers:

Providing direct support in your home and community.

### Care Partner:

Managing privately funded, Support at Home or Commonwealth Home Support Program (CHSP) participants.

### Allied Health and Medical Professionals:

Including Nurses (RN), Dietitian, Social Worker, Occupational Therapists, and Physiotherapists.

### Cura Volunteers:

Offering additional support.

As a registered aged care provider, Cura is also a Child Safe Organisation, meeting Queensland's Child Safe Standards to ensure safe, respectful environments wherever children and aged care services may intersect.

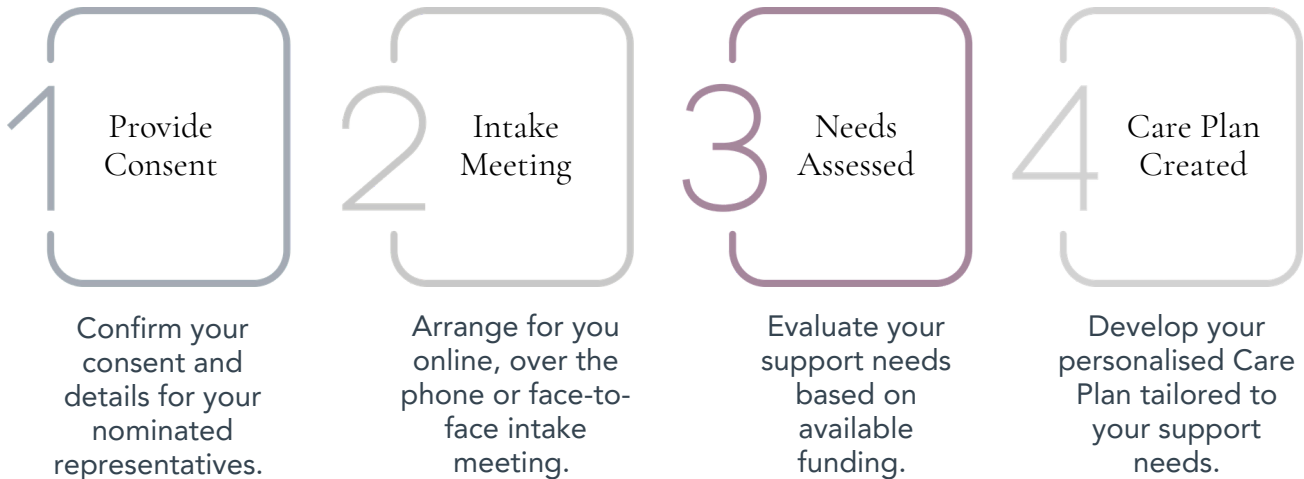
Our team is here to work with you to create a personalised Care Plan that meets your needs. For any adjustments or additional services, please reach out to our Care Partner team for support.



## How to Get Started With Us.

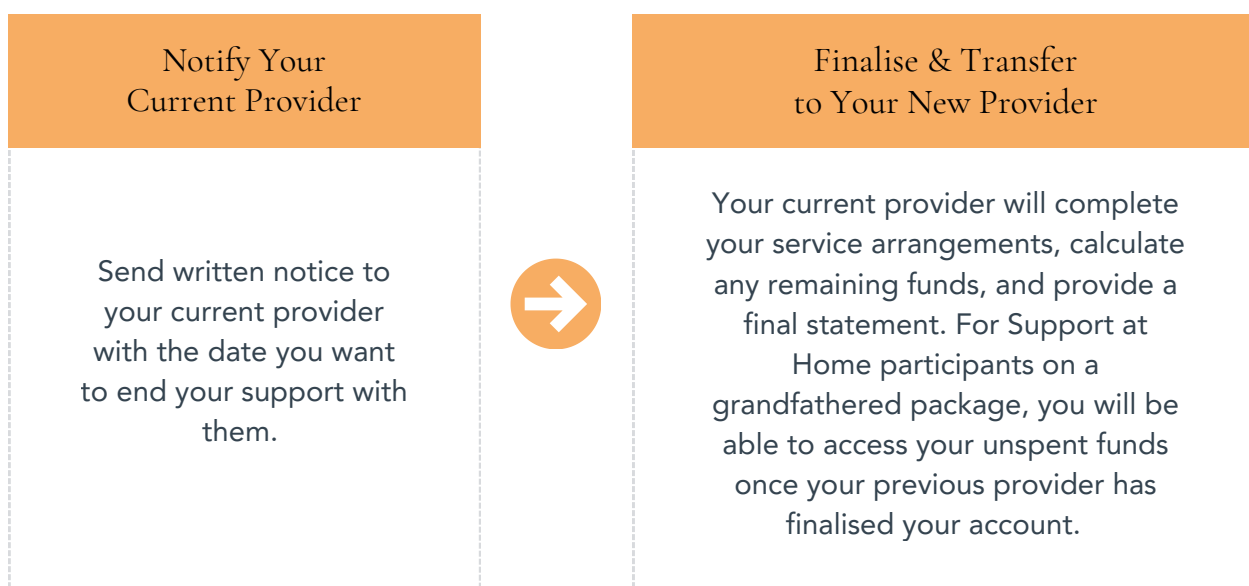


Embarking on your care journey with Cura is straightforward. We encourage you to reach out to our Care Partner team on **07 5620 3805**, and we will guide you through the process. Here is how we get started:



## Switching Service Providers.

If you wish to transfer your Support at Home services to Cura Aged Care or another approved provider, follow these steps:



Our team at Cura Aged Care will work closely with you and your new provider to ensure a seamless changeover and continued support.

## Service Delivery Overview.

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### Keeping Appointments.

To ensure you receive consistent care, please keep your scheduled appointments. If you need to reschedule or cancel, let us know as soon as possible. If you do not provide at least 48 hours' notice, the full service charge is applicable.

If we cannot reschedule your appointment promptly, you may need to wait until your next scheduled visit, unless the delay could directly affect your well-being.

### One-off Cancellation.

If you cannot be home for a scheduled visit, notify us in advance to reschedule or cancel. Failure to provide 48 hours notice will result in the full service charge being applicable. cancellation fee.

**Cancellation Fees:** If you cancel a service without providing 48 hours' notice, a cancellation fee may apply, as outlined in your Service Agreement.

### Rescheduling or Changes by Cura.

Sometimes, Cura may need to reschedule or cancel a visit due to unexpected issues like staff illness. If this happens, we will let you know as soon as possible and arrange a new time.

While we provide you with appointment times and staff names, please be aware that there may be occasional changes. To allow for traffic and other unforeseen delays, please be flexible with your appointment times, allowing 15-30 minutes before contacting us.

### Making a Change to Your Service.

**Rescheduling Visits:** Contact the Cura team as soon as possible if you are ill, going away, or need to reschedule a visit.

**Change in Circumstances:** If your situation changes, reach out to Cura to discuss necessary updates to your Care Plan.

**Added Services:** To add additional services, contact the Cura team. .

### Non-Response to Scheduled Visit.

If you do not respond to a scheduled visit, Cura will follow safety procedures to check on you. If we cannot reach you we will contact your carer, family, or authorities for a welfare check, as agreed in your Service Agreement.

We'll discuss and record your preferences for such situations during your initial assessment.

If you're not home when the Support Worker arrives, you may still need to pay for the visit. For Support at Home and Commonwealth Home Support Program (CHSP) participants all missed visits are charged unless written evidence of hospitalisation is provided.



### Taking a Break from Your Care Package.

You can take a break from services by informing Cura in advance.

**Planned Leave:** Notify us at least 48 hours before planned absences (e.g., vacations) so we can adjust your services.

**Unexpected Absences:** For emergencies (e.g., hospital stays), notify us as soon as possible to pause services.

### Services Over Holiday Periods.

All Commonwealth Home Support Program (CHSP) services will not be rostered to occur on a public holiday, with re-scheduling options available.

Support at Home services may go ahead depending on the availability of funding.

The Cura team will contact you to discuss your preferences.

**Alternative Arrangements:** If your regular Home Care Worker is on holiday, we will provide an alternative worker to deliver your support. For more information, contact your Cura Care Partner.

### Refusal of Service.

If you decide to refuse a scheduled service without providing the required 48 hours' notice, the full cost of the service, including the relevant fees, will apply. We will then work with you to reschedule or adjust your service delivery as needed. This includes when you are not home at the time of a scheduled service.





## Fees & Charges.

### Frequently Asked Questions

#### How Much do I Pay?

Your fees depend on your circumstances and the level of care in your package.

- Support at Home fees and charges depend on your program entry date and your Services Australia Income and Assets assessment.
- Commonwealth Home Support Program (CHSP) contributions are outlined in the price guide below.

Detailed information about fees is available in our **current Price Guide**, which can be accessed via our website - [www.cura.org.au](http://www.cura.org.au)

#### What if I am Unable to Pay?

If you are experiencing financial hardship, you can apply for assistance through Services Australia. If approved, you may not be required to pay all or part of your fees. Cura will need to be notified by Services Australia about any reduction in your assessed contribution before changes can take effect.

#### How do I Pay my Fees?

Fees are invoiced monthly by Cura Aged Care and it is our preference that you set up a Direct Debit to manage your payments. Should this not be possible, please liaise with your Care Partner to determine another payment option (e.g. in person or over the phone).

Our team is available on **07 5620 3805** and is located at **1 Dominions Road, Ashmore**. Please note that our Home Care Workers or Care Partners are unable to collect payments directly.

#### Will my Fees Change in the Future?

Fees and charges may be adjusted over time in accordance with legislation or updates from the Department. When a change occurs, you will be advised.

#### Understanding Your Invoice or Statement - Here's where to find more information.

To help you easily understand your monthly statements and invoices, please reach out to our Care Partner team for a copy of our explanatory Guide to Your Invoice or Guide to your Monthly Statement flyers. These easy-to-read guides provide a clear, detailed explanation of your statement or invoice, ensuring you have all the information you need.



# Health & Safety.

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## Creating a Safe & Supportive Environment.

Ensuring a safe and welcoming home environment is essential for everyone involved. It means that you, our staff, and emergency responders have clear, unobstructed access to your home, ensuring effective and timely support.

## Home Care Worker Behaviour & Personal Conduct.

Our Home Care Workers are committed to treating participants and the public with dignity and respect, valuing diverse perspectives and cultural practices. Participants are encouraged to communicate respectfully, and Home Care Workers are expected to uphold a professional relationship, ensuring your rights and cultural practices are always respected in line with the Aged Care Statement of Rights.

## Home Safety Assessments.

Upon commencement of services, and annually thereafter, we conduct a risk assessment of your home. If any safety concerns arise, your Care Partner will work with you to address them promptly.

Together, we will identify and mitigate potential hazards, assigning responsibility for any necessary actions. Where risk cannot be mitigated we may not be able to provide services.

## Preventing Falls.

As we age, the risk of falling increases. Our team, in collaboration with Allied Health Professionals, is dedicated to helping you maintain mobility and prevent falls. We employ a range of proactive strategies, including:

- Removing rugs or other trip hazards.
- Physiotherapy and Occupational Therapy (OT) assessments.
- Decluttering.
- Health and wellness programs.
- Clinical reviews.

## Wellness Screening.

Your well-being is our top priority. We implement comprehensive wellness screenings to safeguard you and our team. Our staff adhere to all public health guidelines, including the use of personal protective equipment (PPE) and hand hygiene practices where applicable.



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## Vaccination & Health Monitoring.

Given the heightened risk of illness, particularly for vulnerable groups, we encourage you to stay current with your vaccinations.

Please inform us of any recent changes in your health, including symptoms of illness. If you are feeling unwell or display symptoms such as cough, fever, or shortness of breath, please visit your GP for assessment and notify us of your change in condition. This will help us adjust our precautions and continue to provide you with the best possible care, whilst minimising risks.

## Emergencies, Disasters & Pandemics.

In Australia, we face risks from natural disasters like floods, bushfires, and storms. It's important to be prepared, and your local council can provide resources to help. Cura follows all government guidelines during health crises such as pandemics, and we implement additional protocols to protect everyone.

Cura has an Emergency and Disaster Management Plan to ensure service continuity during critical incidents. Partner organisations may access customer information if needed to maintain essential services in the event of an emergency, disaster, or pandemic. Our plan is regularly updated to ensure the safety of staff, customers, and the community.

## Incident Reporting.

Cura takes incidents seriously to ensure the safety and wellbeing of everyone involved. If an incident occurs, whether it is related to service delivery, health, safety, or security, it will be documented and managed following our strict reporting guidelines. This helps us resolve issues quickly and prevent future occurrences.

## Work Health & Safety of Our People.

The health and safety of our staff is a top priority. Cura is committed to maintaining safe working conditions and providing appropriate training, equipment, and protocols.



## Chemicals in the Home – Domestic Assistance.

For our staff's safety, Home Care Workers are not allowed to use hazardous chemicals like bleach or corrosive cleaners. Please ensure that only non-hazardous products, like simple detergents, are provided for their use. All cleaning products will be assessed for safety, and Home Care Workers will follow proper safety protocols, including wearing protective equipment, like gloves when needed.

## Health & Safety Continued ..

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### Drugs & Alcohol.

Our staff and volunteers have the right to leave your home if your behaviour is influenced by alcohol or drugs. For a safe and respectful environment, participants must not be effected by drugs or alcohol while receiving care or services.

### Smoking.

While we respect your right to smoke in your home, we ask that, for the comfort and health of our staff and volunteers, smoking does not occur in their presence. Smoking is not permitted within any Cura Aged Care facility, including the Wellness Centre and staff vehicles.



### Pets & Dogs.

Our staff are instructed to leave if a dog is not securely restrained, to prevent any potential incidents. For the safety of both our staff and your pets, all dogs (except accredited assistance dogs) must be restrained while any staff member, volunteer, or Cura representative is in your home.

### Shopping & Handling of Participant Monies.

If shopping is part of your service, we have strict guidelines in place to protect both you and our staff. All transactions are documented, and staff are trained to manage participant money with care and transparency. A copy of the money handling policy can be provided upon request.

### Seat Belts.

For everyone's safety, seat belts must be always worn when travelling in vehicles operated by Cura staff or volunteers. This is non-negotiable for compliance with road safety laws and to ensure safe transport.

### Equipment.

All equipment purchased through your package funding to support you is owned by you. This equipment must be maintained in a safe condition, and regular servicing is required. Where available, package funding may be used to cover servicing costs in line with the required maintenance schedule. If package funding is not available, equipment maintenance and costs are your responsibility. To ensure the safety of both you and our staff, equipment must be appropriately serviced before it can be used during your service. Your Care Partner will work with you to support compliance with safety requirements.

Depending on the type of equipment required and the duration that it is needed, Cura may choose to hire equipment for your care package rather than purchase it.



# Understanding Your Care Network & Future Planning.

Navigating your care and support involves a dedicated team, each playing a crucial role in your well-being. Here's a guide to understanding who's who in your care team, along with key legal matters to help you plan for the future.



## Your Care Network.

As the recipient of support, whether through programs like the Commonwealth Home Support Program (CHSP), Support at Home, or private services, you are at the center of your care team.

### **Registered Supporter:**

A Registered Supporter is the person formally registers with My Aged Care to support you to make and communicate your decisions about aged care services and needs. They do not have decision-making authority for you, and we will always ensure that you are consulted around decisions about your care.

### **Informal Representative (known as primary contact):**

This trusted person, such as a family member, friend, or carer, is a point of contact regarding your care and support with your permission. They act in your best interest, maintain confidentiality, and protect your personal information.

### **Formal Authorised Representative (known as Enduring Guardian or Power of Attorney):**

Appointed through legal documentation, these individuals can make decisions on your behalf if you're unable to do so in the future.

### **Emergency Contact:**

This person, chosen by you, is contacted in urgent situations like medical emergencies or missed visits. They should be someone who can respond promptly and is familiar with your routine.

### **Single Assessment System:**

A team of medical, nursing, and allied health professionals who assess your care needs and help you access services, including Support at Home and Commonwealth Home Support Program (CHSP) packages.

This care network works together to ensure you receive personalised support that meets your unique needs.

## Registered Supporter.

If you are seeking or receiving aged care services, you may want someone to help you make and communicate decisions. Under the new Aged Care Act, you can choose someone to support you—this person becomes your registered supporter.

The registered supporter role is a key change in the Act, designed to uphold your rights and help you stay in control. Supporters have duties they must follow to promote your safety, rights, will, and preferences.

**Important:** Being a registered supporter does not give someone the power to make decisions for you. They must respect your decisions, even if they disagree.

## How to Register a Supporter.

You can register a trusted person as your supporter through any of the following:

- **Phone Call:** Phone My Aged Care on 1800 200 422 together with your prospective supporter. You'll both need your Medicare number and personal details.
- **Form:** Complete the supporter registration form online. If you prefer a hard copy, you can download it, upload it to your account once completed, visit Services Australia for help, or post it to My Aged Care.
- **My Aged Care Online Account:** If you're already registered, you can request a supporter in the 'Support Networks' section of your online account. See Your Online Account Guide: Support Networks for steps.
- **Other Options:** You can also register a supporter during your assessment, through an Aged Care Specialty Officer (ACSO), or when applying for an assessment.

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## Navigating Legal Matters.

Planning ahead can help ensure that your wishes are respected, and your needs are met as you age. Below are key legal documents and designations to consider:

- **Enduring Guardianship:** Allows you to appoint someone to make personal and health decisions if you lose capacity. This covers care and medical choices, not finances.
- **Power of Attorney (POA):** Allows someone to manage your legal and financial matters. It's best to seek legal advice when setting this up.
- **Advance Care Directive:** An Advance Care Directive records your medical care preferences for times when you can't speak for yourself. It guides your family and healthcare team during critical moments.

Key points:

- For adults with legal decision-making capacity
- Works alongside an Enduring Guardianship
- Captures your values, goals, and end-of-life care preferences
- Can specify treatments you would accept or decline in serious illness or incapacity

Although Cura staff can't carry out these responsibilities on your behalf, your Care Partner is here to guide you, connect you with the right supports, and help you prepare for discussions with your GP or medical practitioner.

# Important Information.



## Respecting Choices & Ensuring Safety.

### Participant Dignity of Risk & Choice

At Cura Aged Care, we believe in empowering you to maintain your independence and make choices about your care that reflect your personal preferences and needs. Your active involvement in shaping your personalised Cura Care Plan is essential, and we respect your right to make informed decisions, even when those choices come with certain risks. This principle, known as 'dignity of risk,' allows you to engage in activities you enjoy and choose the level of support you prefer.

As a responsible Aged Care provider, Cura ensures that we comply with all quality and safety standards. This includes calling emergency services, if necessary, such as in cases of falls where you cannot get up, unresponsiveness, or medical emergencies. If you have an Advanced Care Directive or an Ambulance Plan, emergency services will be informed accordingly.

## Strengthened Aged Care Quality Standards.

Cura provides services and supports in line with the Strengthened Aged Care Quality Standards. The 7 strengthened Quality Standards explain what safe quality care should look like and include the following key areas of care:



Cura continuously reviews and improves our practices to uphold these standards, aiming to deliver exceptional care and services. If you have any questions about the Strengthened Aged Care Quality Standards or would like to learn more about them, visit [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au).



## The New Statement of Aged Care Rights.

The Statement of Rights (section 23 of the Act) is a fundamental part of the person-centred Act and promotes the older person's right to an adequate standard of living in the aged care system. It is a reference point for registered providers and aged care workers to consider when delivering funded aged care services under the Act.

The Statement of Rights includes the right for every older person to have:



# Protecting Your Privacy.



At Cura, safeguarding your privacy is a top priority. We adhere to the Privacy Act 1988, the Privacy Amendment (Enhancing Privacy Protection) Act 2012, and the Australian Privacy Principles to ensure your information is handled with the utmost care.

## What is Personal Information?

Personal information is any data that can identify you, such as your name, contact details, and health information.

## Collecting Personal Information.

We only collect information necessary to provide you with support. This includes details required to tailor our services to your needs. We will always explain why we need this information and how it will be used.

## Protection & Storage of Information.

Your information is securely stored and kept confidential. We ensure that only those directly involved in your care have access to your details. When information is no longer needed, it is securely destroyed.

## Sharing Information.

We share information only with your permission and when necessary to provide you with the appropriate care. In emergencies, we may share your details with other healthcare providers to ensure you receive prompt care. If required, we may also share information with government officials for quality reviews or investigations, but we ensure it is de-identified to protect your identity.

## Accessing & Updating Your Information.

You have the right to access and update your personal information held by us. If you wish to review or change any details, please let us know, and we will assist you.

## Consent to Share Information.

Your privacy is a priority for us. We will always seek your consent before sharing any personal information with third parties, including in emergencies or service reviews.

You control who has access to your information and how it is used. We will ask for your permission before sharing any information with other healthcare providers, family members, or anyone involved in your care. Through the Privacy Fact Sheet and Consent Form provided during onboarding, you can specify who may access your details. If your preferences change, please inform us and we will update your records accordingly.

If you have any questions or concerns about how your information is handled, please don't hesitate to reach out to us. Your trust and privacy are important to us.



# Feedback, Compliments & Complaints.

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## Complaints & Feedback.

Cura Aged Care takes complaints and feedback about the care and services it delivers seriously. You can contact us directly through our website, by phone or email. Alternatively, you can complete a Tell Us What You Think Form and mail it to the address below. This form is available from staff on request or via our website.

### **Cura Aged Care Contact Details:**

- Phone: 1800 941 212
- Email: [info@cura.org.au](mailto:info@cura.org.au)
- Website: [www.cura.org.au](http://www.cura.org.au)
- Mailing Address: Po Box 345, Ashmore City, Qld 4214

We recommend that your first point of contact be your Cura Care Partner. Services Participants may also speak to the Cura Service Manager upon request.

If you are not satisfied with the outcome of your complaint, you may escalate the issue to the Aged Care Quality and Safety Commission. The Commission's contact details are below:

### **Aged Care Quality & Safety Commission**

Phone: 1800 951 822

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

If you need help lodging a complaint, your Cura Care Partner can assist. You may also contact an Aged Care Advocate, including those listed below.

### **OPAN (Older Persons Advocacy Network)**

Phone: 1800 700 600

### **ADA (Aged & Disability Advocacy Australia)**

Phone: 1300 651 192

### **Elder Rights Australia**

Phone: 1800 700 600

## Whistleblowing.

Whistleblowing is the act of calling out an issue, concern or wrongdoing. It provides a way for people to share their concerns and encourages transparency and accountability in the sector. Under the new Aged Care Act 2024, greater protections have been put in place to protect whistleblowers from harassment, discrimination or victimisation of any kind after they raise an issue. That means, if you think Cura Aged Care has contravened the Act in any way, you can report the service without reprisal. You must ensure that you have reasonable grounds to suspect that the information shows that the service has not acted appropriately. For example, if you think the service is behaving in a fraudulent manner.

The Whistleblowing protections cover everyone, including:

- participants, family members & supporters
- Cura staff
- registered providers
- advocates
- members of the public

### **Who can you blow the whistle to?**

You can report issues, concerns and any wrong doing to either the:

### **Aged Care Quality & Safety Commission**

Phone: 1800 951 822

OR

### **Department of Health, Disability & Ageing**

Phone: 1800 314 808

When making a report, you can choose to maintain your anonymity. Further information can be found on the Commission's website in their Whistleblower Disclosure Policy.

## Serious Incident Response Scheme (SIRS) .

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Everyone in aged care deserves to feel safe, be treated with dignity and respect, and receive high-quality care. To protect this right, the Government has implemented the Serious Incident Response Scheme (SIRS). Under SIRS, we must report certain serious incidents to the Aged Care Quality and Safety Commission. These incidents include:

- Unreasonable use of force
- Unlawful sexual contact or inappropriate sexual conduct
- Neglect
- Psychological or emotional abuse
- Unexpected death
- Stealing or financial coercion by a staff member
- Inappropriate use of restrictive practices
- Unexplained absence from care (missing care participants and residents).

If you have any concerns about the care being provided, please don't hesitate to speak up. We are here to listen and ensure everyone's safety and well-being. You can raise a concern directly with Cura by contacting our team on 5620 3805, or you can contact the Aged Care Quality and Safety Commission on 1800 951 822.



## Elder Abuse & Neglect.

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At Cura, your safety, dignity, and well-being are our highest priorities. We are deeply committed to providing a safe and respectful environment for all individuals and have a strict zero-tolerance policy for elder abuse and neglect. Abuse can take many forms and may come from family members, friends, our staff, other participants, or others.

Our team is thoroughly trained to recognise and respond to any signs of abuse, whether suspected, observed, or reported. We have clear policies and procedures to guide our actions in such cases, ensuring that every concern is handled with sensitivity, confidentiality, and urgency. If you share any concerns or complaints with us, you can trust that we will treat your issue seriously and investigate it thoroughly.

If you ever feel unsafe or experience abuse or neglect, whether within Cura or elsewhere, please reach out to us immediately. We are here to listen, support, and take action to protect you.



## External Elder Abuse Bodies.

Agency	Contact Information
Elder Abuse Support Services	Phone: 1800 353 374
Queensland Elder Abuse Helpline	<ul style="list-style-type: none"> <li>• Qld Phone: 1300 651 192</li> <li>• Outside Qld Phone: (07) 3867 2525</li> <li>• NSW Phone: 1800 628 221</li> </ul>
Domestic Violence, Family Violence & Vulnerable Persons Command - (Queensland Police)	Phone: 131 444
Gold Coast Centre Against Sexual Violence (Queensland)	Phone: 07 5591 1164
Relationships Australia Elder Abuse (Queensland - Prevention & Support Service)	Phone: 1300 063 232
NSW Ageing & Disability Abuse Helpline (Support & resources for elder abuse issues in New South Wales)	Phone: 1800 628 221





## Advocacy - Support Person.

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### Who is an Advocate?

An advocate is someone who supports and represents your interests, ensuring that your needs and preferences are respected in your care and support. Advocates can be family members, friends, or professional representatives who help you navigate your care options and communicate your wishes effectively.

### Advocacy & Support Resources.

If you would like to speak to an independent adviser about your concerns, community advocacy services may be able to help you. Advocacy services are free, confidential, and independent.

Agency	Contact Information
Older Persons Advocacy Network (OPAN) OPAN provides free & confidential advocacy, information & education about government-funded services	Phone: 1800 700 600 Email: <a href="mailto:enquiries@opan.com.au">enquiries@opan.com.au</a> Website: <a href="http://www.opan.org.au">www.opan.org.au</a> Translating & Interpreting Service (TIS): 131 450
Seniors Rights Services (NSW) Offers support & advocacy for older people in New South Wales	Phone: 02 9281 3600 or 1800 424 079 Email: Available via website. Website: <a href="http://www.seniorsrightsservice.org.au">www.seniorsrightsservice.org.au</a> Location: Level 4, 418A Elizabeth St, Surry Hills, NSW 2010
Queensland Aged & Disability Advocacy Australia (ADA Australia) Provides advocacy services for aged & disabled individuals in Queensland	Phone: 07 3637 6000 or 1800 818 338 Email: <a href="mailto:info@adaaustralia.com.au">info@adaaustralia.com.au</a> Website: <a href="http://www.adaaustralia.com.au">www.adaaustralia.com.au</a> Location: 121 Copperfield St, Geebung, Qld 4034
Commonwealth Ombudsman Provides independent oversight & support for complaints related to government services	Phone: 1300 362 072 Email: Available via website Website: <a href="http://www.ombudsman.gov.au">www.ombudsman.gov.au</a> Postal Address: GPO Box 442, Canberra, ACT 2601
Carer Gateway Provides support & resources for carers	Phone: 1800 422 737 Email: Available via website Website: <a href="http://www.carergateway.gov.au">www.carergateway.gov.au</a>
Carers Australia	Phone: 1800 242 636 Website: <a href="http://www.carersqld.asn.au">www.carersqld.asn.au</a>

## Cura Contact Directory.

### Cura Aged Care.

Type of Enquiry	Reason for Contacting	Phone
All General Enquiries	<ul style="list-style-type: none"> <li>• General enquiry about care needs</li> <li>• Have a service or account enquiry</li> <li>• Get in contact with your Care Partner</li> <li>• Need support paying your invoice</li> <li>• Service change request</li> <li>• Cancelling a scheduled visit</li> </ul>	07 5620 3805
Wellness Centre - Ashmore	Wellness Centre booking or enquiry	07 5620 3805

### Government Supports.

Type of Enquiry	Reason for Contacting	Phone
My Aged Care	Can help you find and access government-subsidised Australian aged care services	1800 200 422
Aged Care Quality & Safety Commission (ACQSC)	The national aged care regulator. Participants can contact them with complaints if issues can't be resolved with their provider first.	1800 951 822
Carer Gateway	Carer Gateway is an Australian Government program providing free services & support for carers	1800 422 737
National Relay Service (NRS)	The NRS helps those with hearing or speech impairments access to contact numbers 24/7	1800 555 660
Translating and Interpreting Services (TIS)	Free translating & interpreting services	1800 131 450
Legal Aid Queensland	Offer free legal representation, advice, information & referrals for Queenslanders.	1300 651 188



## Emergency Services.

Type of Enquiry	Reason for Contacting	Phone
Emergency	Police, Ambulance or Fire Department	Dial <b>000</b> triple zero for emergencies
SES	State Emergency Services for flood or storm emergencies	132 500
Poison Helpline (Queensland)	24/7 helpline for poison emergencies & education	13 11 26
13HEALTH	A confidential phone service offering health advice to Queenslanders	13 43 25 84
Energex (South-east Queensland)	24/7 helpline to report a life-threatening emergency like fallen powerlines or shocks & tingles	13 19 62
Essential Energy (New South Wales)	<ul style="list-style-type: none"><li>• Report power outage in NSW</li><li>• Check for power outages</li><li>• Report power hazards</li></ul>	13 20 80
Lifeline	24-hour access to crisis support	13 11 14
Acute Care Team (Qld) (Mental Health - Gold Coast)	The first point of contact for public mental health support within Gold Coast Health	1300 642 255
Mental Health Line (Northern New South Wales)	A first point of contact for public mental health within the northern NSW region	1800 011 511
Homeless Hotline (Gold Coast, Qld)	24/7 hotline for homelessness on the Gold Coast	1800 474 753
Link2home	24/7 information & referral service for homelessness	1800 152 152





## Gifts, Bequests & Donations.

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### Gifts.

We appreciate the thoughtful gestures of our participants, however, to maintain professionalism and avoid any conflicts of interest, we kindly request that gifts not be given to our staff. Your support through donations and bequests is highly valued and directly benefits the community programs we offer.

### Donations.

Cura Aged Care, under the umbrella of the Multicultural Communities Council Gold Coast Ltd is a registered charity with the Australian Charities and Not-for-profits Commission. When you donate, you can choose to support a specific program or service. Your contribution helps us make a meaningful impact on the diverse communities we serve. We are grateful for your generosity and commitment.

### Bequests.

As a non-profit organisation, bequests are a vital part of funding our community programs and services. A bequest is a donation made in your will, once you have provided for your family and loved ones. You can specify how you'd like your bequest to be used or allow us to decide the best use. If you're interested in including Cura in your will, please contact our team on 07 5620 3805 or email [info@cura.org.au](mailto:info@cura.org.au) for more information.

### Conflict of Interest.

To avoid conflicts of interest, our staff members are prohibited from encouraging participants to purchase goods or services promoted by the staff or their families. This includes items from personal businesses, school or religious raffles, and fundraising activities.

### Be Part of Our Community.

At Cura, there are many ways to get involved and connect with our community:

- **Organisational Membership:** Support our work, stay informed & help shape our future.
- **Social Media:** Follow us on social media to keep up with news, events & opportunities to get involved.
- **Consumer Advisory Committee:** Share your insights & help guide our services.
- **Volunteering:** Contribute your time & skills through Cura Aged Care or MCCGC.
- **Wellness Centre:** Join activities & programs that support your health & well-being.

We'd love to welcome you into our community.



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## Contact Information.

- 📞 07 5620 3805
- ✉ [info@cura.org.au](mailto:info@cura.org.au)
- 🌐 [cura.org.au](http://cura.org.au)
- 📍 1 Dominions Road, Ashmore Queensland 4214

