

PARTICIPANT HANDBOOK

Compliant with the Aged Care Act 2024, Support at Home Program
and CHSP Requirements
Version 1.0 | Prepared October 2025

GLASSHOUSE COUNTRY CARE

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352 Peachester Road, Beerwah Q 4519
www.ghcare.org.au
admin@ghcare.org.au

OUR PURPOSE

To be a trusted organisation with highly skilled staff who deliver a range of quality services addressing clients' total wellbeing.

OUR VISION

For our people to live in a safe, inclusive community and exercise choice for full, meaningful lives.

OUR VALUES

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|----------------|---|
| TRUST | We will act with honesty, fairness, integrity and confidentially to inspire trust. |
| RESPECT | We will listen and work with people to ensure their views, beliefs and choices are heard. |
| DIGNITY | Ensuring all people are valued and understood and have confidence, choice and control. |
| CARE | Kindness, understanding and empathy will underpin all our dealings with our people. |
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INTRODUCTION

Welcome to Glasshouse Country Care. We are committed to providing high-quality, person-centred community care that supports you to live safely, independently and with dignity in your own home.

This handbook explains your rights, responsibilities and the services available to you under the Aged Care Act 2025, the Strengthened Aged Care Quality Standards, the Support at Home program and the Commonwealth Home Support Programme (CHSP).

YOUR RIGHTS & RESPONSIBILITIES

You have the right to safe, respectful and quality care and services. We follow the Statement of Rights, which ensures your dignity, privacy, independence and participation in decisions about your care.

You also have responsibilities, including treating staff with respect, providing accurate information and informing us of any changes to your needs or circumstances.

FEEDBACK, COMPLAINTS & WHISTLEBLOWING

Your feedback helps us improve. You can make a complaint or provide feedback at any time, verbally, in writing or anonymously.

We will acknowledge and investigate all concerns promptly and fairly. If you prefer, you can contact external agencies such as the Aged Care Quality and Safety Commission or the Older Persons Advocacy Network (OPAN).

SERVICES & PROGRAMS OFFERED

We provide a range of services under the Support at Home and CHSP programs, including domestic assistance, personal care, transport, meals, social support and respite care.

Our services promote reablement, wellness and independence, helping you stay active and connected in your community.

CARE PLANNING & REVIEWS

Your care begins with an assessment through My Aged Care or our internal process. Together, we'll develop a personalised care plan based on your goals, preferences and support needs.

Your plan will be reviewed regularly or whenever your circumstances change to ensure it remains appropriate and effective.

QUALITY & SAFETY

We are committed to continuous improvement and maintaining high standards of safety and care.

All staff and volunteers are qualified, police-checked and trained in areas such as infection control, dignity, and communication.

Incidents are managed in accordance with the Serious Incident Response Scheme (SIRS), and lessons are used to improve care quality.

FEES, CHARGES & AGREEMENTS

Before receiving services, you will be provided with a Service Agreement outlining the services, costs and your rights and responsibilities.

Fees are determined in line with government guidelines and your financial situation.

You will receive clear statements, and unspent funds are managed transparently according to the Support at Home and CHSP requirements.

YOUR INFORMATION & PRIVACY

We respect your right to privacy. Your personal information is protected under the Privacy Act 1988 and is only shared where required by law or with your consent.

You may access or correct your records at any time by contacting our office.

SAFETY, EMERGENCIES & RISKS

Your safety is our priority. Staff will always present identification when visiting your home.

We have procedures for emergencies such as fire, flood or medical incidents.

We will work with you to identify risks in your home and support safe environments for both clients and staff.

ENDING OR CHANGING SERVICES

You may change or end your services at any time. Please contact us to discuss changes so we can adjust your care plan or end your services respectfully.

If services are paused or withdrawn, we will explain the reasons and assist with re-entry or referral to another provider if appropriate.

CONTACT INFORMATION

Glasshouse Country Care
352 Peachester Road, Beerwah Q 4519
Phone: 07 5494 6948
Email: admin@ghcare.org.au
Website: www.ghcare.org.au
General Manager - Clare Mullins: clare@ghcare.org.au

EXTERNAL CONTACTS:

- Aged Care Quality and Safety Commission – 1800 951 822
- Older Persons Advocacy Network (OPAN) – 1800 700 600
- My Aged Care – 1800 200 422

APPENDICES

- Complaints Policy
- Whistleblowing Policy
- Serious Incident Response Scheme (SIRS) Policy
- Statement of Rights
- Code of Conduct

COMPLAINTS POLICY

POLICY STATEMENT

Glasshouse Country Care is committed to resolving complaints about its practices and services fairly, efficiently and effectively. We apply the principles of natural justice and procedural fairness in investigating and responding to complaints without retribution.

As a community care organisation, we welcome feedback from external stakeholders. Through this policy, we demonstrate our commitment to actively seek and use feedback received via complaints to improve the way we do things.

PURPOSE

The purpose of this policy is to document Glasshouse Country Care's approach to managing complaints from all stakeholders about its practices and services. The policy affirms and supports the rights of participants, their registered supporters, workers and others to make a complaint if dissatisfied with our practices and services.

Glasshouse Country Care encourages and supports participants and/or their registered supporters, workers and others to make complaints and give feedback. The purpose of this is to ensure the participant and workers feel:

- safe, encouraged and supported to give feedback and make complaints, without reprisal.
- engaged in processes to address feedback and complaints
- assured that appropriate action has been taken.

To ensure this Glasshouse Country Care will:

- acknowledge feedback and complaints and manage them transparently and respond in a timely manner
- regularly seek input and feedback from older people, registered supporters, carers, the workforce and others
- use the input and feedback to inform continuous improvements for participants and the whole organisation.

We recognise that complaints are an important mechanism we can use to continually improve our practices and services. This policy provides a framework for taking a consistent and professional approach to complaint handling.

LEGISLATIVE AND POLICY FRAMEWORK

- Aged Care Quality Standards 2025
- Aged Care Act 2024
- The Aged Care Quality & Safety Commission
- NDIS Practice Standards and Quality Indicators 2021
- NDIS Quality and Safeguard Commission

SCOPE

This policy applies to all Glasshouse Country Care Board Members and employees (full-time, part-time, fixed term, casual, voluntary and temporary) for the duration of their employment.

COMPLAINTS POLICY

ORGANISATIONAL COMMITMENT

Glasshouse Country Care is committed to fair, effective and efficient complaint handling processes. This includes:

- providing a culture that actively encourages and supports participants, their registered supporters, workers and others to make complaints and give feedback
- valuing complaints, their effective resolution and learning from them
- maintaining and reviewing an efficient complaint management system
- using open disclosure principles
- Ensuring participant views, rights and concerns are heard and where required escalated
- demonstrating best practice complaint handling practices
- addressing each complaint with integrity and in an equitable, objective and unbiased manner
- promoting and complying with complaints handling policies and procedures
- releasing this policy to our staff, and to the public via our website
- reporting on the number of complaints received
- regularly analysing complaint data to support continuous service improvement
- assisting people to make a complaint if needed
- ensuring that people making a complaint are not adversely affected in regulatory actions
- Treating all people with respect, including people who make a complaint.

Responding to complaints

Glasshouse Country Care is committed to responding to complaints about our practices and services in a timely manner.

- We will promptly acknowledge receipt of complaints.
- We will assess and prioritise complaints in accordance with the urgency and seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.
- We are committed to managing people's expectations and will inform them as soon as possible of the following:
 - the complaints process
 - the expected timeframes for our action
 - the progress of the complaint and reasons for any delay
 - their involvement in the process
 - the possible or likely outcome of their complaint.
- We will advise people as soon as possible when we are unable to deal with any part of their complaint and provide advice about where such issues and or complaints may be directed, for example, Australian Aged Care Complaints Commissioner.
- We will also advise people as soon as possible when we are unable to meet our timeframes for responding to their complaint and the reasons for our delay.

Accessibility

Glasshouse Country Care will ensure that information about how and where complaints may be made to or about is well publicised. We will make sure that our systems to manage complaints are easily accessible to everyone, particularly people who may require assistance.

COMPLAINTS POLICY

Anonymous complaints

Glasshouse Country Care will accept anonymous complaints and will carry out an investigation of the issues raised where there is sufficient information provided.

Confidentiality

We will protect the identity of people making complaints where this is practice and appropriate. Personal information that identifies individuals will only be disclosed or used by Glasshouse Country Care as permitted under the relevant privacy law secrecy provisions and any relevant obligation.

RESPONSIBILITY

The Board of Directors is responsible for the endorsement of this policy and the General Manager has primary responsibility for the management of staff and services covered by this policy.

WHISTLEBLOWING POLICY

POLICY STATEMENT

Glasshouse Country Care will ensure a safe and confidential process for reporting suspected wrongdoing, protect whistleblowers from retaliation, and promote a culture of transparency and accountability.

PURPOSE

Through the implementation of this policy Glasshouse Country Care will ensure aged care workers, older people, their registered supporters, families, and other stakeholders can report concerns without fear of reprisal.

LEGISLATIVE AND POLICY FRAMEWORK

- NDIS Practice Standards and Quality Indicators
- NDIS Scheme Act 2013
- Disability Discrimination Action 1992 (Commonwealth)
- Aged Care Act 2024
- Aged Care Standards 2025

SCOPE

This policy applies to all Glasshouse Country Care Board Members and employees (full-time, part-time, fixed term, casual, voluntary and temporary) for the duration of their employment.

ORGANISATIONAL COMMITMENT

Glasshouse Country Care will encourage and support any person to make a report to the relevant person or agency and be confident of doing so without fear of retribution. The organisation has in place reporting procedures, confidentiality safeguards, and provides protection from unfair treatment or discrimination. Glasshouse Country Care provides all staff with training in relation to whistleblowing rights and responsibilities during induction and ongoing through mandatory training, supervision and team meetings.

Policy

Terminology	Definition
Whistleblowing	Whistleblowing is defined as a disclosure that reports actual or reasonably suspected wrongdoing within an aged care / NDIS organisation. This wrongdoing can include misconduct, unsafe practices, or systemic failures, as defined under the Aged Care Act 2024 . The Act provides legal protections for individuals making these disclosures, ensuring they are not retaliated against. The report can be made about someone who has not followed the aged care or disability law, or more broadly, about an organisation that hasn't followed the aged care or disability law.

WHISTLEBLOWING POLICY

People can make a report to:

The GHCC General Manager

The GHCC Chair of the Board

A GHCC Director

A Police officer

The Commission

The NDIS

The department, or an official of the department

An independent aged care advocate.

In relation to a report about a member of staff in the first instance a report should be made to the General Manager. If the report is not acted upon by the General Manager the worker should raise their report with the relevant agency

People can make the report in person, over the phone or in writing. The report can also be made anonymously.

If someone makes a report, they will:

- Be protected from any negative results that come from making the report.
- Have their identities or identifying information protected, with some exceptions – for example, where it is necessary to share information with the ACQSC or a lawyer or to prevent a serious threat to a person or people.
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RESPONSIBILITY

The Board of Directors is responsible for the endorsement of this policy and the General Manager has primary responsibility for the management of staff and services covered by this policy.

SERIOUS INCIDENT RESPONSE SCHEME (SIRS) POLICY

POLICY STATEMENT

Glasshouse Country Care will comply with the Aged Care Serious Incident Response Scheme (SIRS) Rules. Glasshouse Country Care will work to ensure incidents are prevented through robust policy, procedures and processes. In the event an incident occurs Glasshouse Country Care follows procedures that identifies, manages and resolves incidents, including Notifying the SIRS where a reportable incident has occurred.

PURPOSE

It is our objective to maintain an incident management system that covers incidents that consist of acts, omissions, events or circumstances that:

- Occur in connection with the provision of supports or services to an older person
- Has, or could have caused harm to an older person

LEGISLATIVE AND POLICY FRAMEWORK

Aged Care Act 2024 Aged Care Standards 2025

Serious Incident Response Scheme

Privacy Act (1988)

Work Health and Safety Act (2011)

SCOPE

All Staff are responsible for ensuring the safety of all participants who access our services. All incidents must be reported as per this policy. Management is responsible for ensuring that all new staff and volunteers are trained on induction and are provided with ongoing training, via supervision and team meetings.

ORGANISATIONAL COMMITMENT

Glasshouse Country Care recognises that many of the participants using Glasshouse Country Care services are at risk of incidents and accidents. Glasshouse Country Care's 'Reportable Incident, Accident and Emergency Policy and Procedure' seeks to:

- Minimise risk and prevent future incidents through the development of appropriate participant-centred plans, staff training, assessment and review
- Ensure that there is immediate management of an incident, accident or emergency and that each of these events are prioritised, managed and investigated appropriately
- Identify opportunities to improve the quality of participant supports by ensuring that the incident system is planned and coordinated and is linked to the quality and risk management systems.

RESPONSIBILITY

The Board of Directors is responsible for the endorsement of this policy.

The General Manager has primary responsibility for:

- Implementing this Policy
- Ensuring there are processes in place to identify areas of risk and
- Ensuring there are procedures in place to identify, manage, and resolve incidents
- Ensuring all Serious Incidents are reported in line with the legislation to ensure compliance
- Maintaining a comprehensive Incident Management system, including the identification and management of near miss incidents to prevent incidents occurring
- Ensuring staff are aware of and trained in the relevant areas of the Incident Management System
- The management of staff and services covered by this policy.

STATEMENT OF RIGHTS

You have rights under the Aged Care Act 2024. These rights protect you and guide how Glasshouse c\Country Care must treat you. These rights ensure that every person receiving care has

- independence, autonomy, empowerment and freedom of choice
- equitable access to care
- quality and safe funded aged care services
- respect for privacy and information
- person-centred communication and ability to raise issues without reprisal
- access and support from advocates, significant persons and social connections.

Glasshouse Country Care must take all reasonable and proportionate steps to act compatibly with these rights.

If you ever feel your rights aren't being upheld, you can speak with your Care Partner, the General Manager, or contact: the Aged Care Quality and Safety Commission on 1800 951 822.

CODE OF CONDUCT

Expected behaviour

The Code outlines 8 elements of expected behaviour by GHCC workers:

1. Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
2. Act in a way that treats people with dignity and respect and values their diversity.
3. Act with respect for the privacy of people.
4. Provide care, supports and services safely and competently, with care and skill.
5. Act with integrity, honesty and transparency.
6. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, support and services.
7. Provide care, supports and services free from:
all forms of violence, discrimination, exploitation, neglect and abuse
sexual misconduct.
8. Take all reasonable steps to prevent and respond to:
all forms of violence, discrimination, exploitation, neglect and abuse
sexual misconduct.

Provider responsibilities

Providers must act in a way that's respectful, kind and consistent with the Code.

They must also support, equip and prepare aged care workers to comply with the Code.

Worker responsibilities

Aged care workers have the most contact with people receiving care. Their behaviour must always help the people they provide care for feel safe and supported.

They must always act in a way that's respectful, kind and consistent with the Code.

Responsibilities of governing persons

Governing persons play an important role as leaders of the provider's organisation. They contribute to how the organisation operates and upholds its responsibilities. Their behaviours must also be consistent with the Code.

UNDERSTANDING REABLEMENT

Reablement is an approach to care that focuses on helping you regain or maintain your independence, rather than doing things for you. It is about working with you to build confidence, skills, and strength so you can live the life you choose for as long as possible.

Examples of Reablement in Practice

- A care worker supporting you to walk to the mailbox rather than collecting your mail for you.
- Practising meal preparation together, building confidence to cook safely at home.
- Helping you use mobility aids or technology more effectively.

**SETTING SMALL, ACHIEVABLE STEPS TO REACH BIGGER GOALS,
LIKE ATTENDING YOUR LOCAL CLUB AGAIN.**

Why Reablement Matters

- Stay in control of your life and decisions.
- Remain at home longer and safely.
- Improve your physical and emotional wellbeing.
- Stay connected to your community and interests.
- Build confidence and reduce reliance on ongoing support.

Reablement is about you leading your own care journey. Your care team is there to support, guide, and encourage you to live the life you value — with dignity, independence, and purpose.

This approach meets the principles of the Aged Care Act 2024 and the Strengthened Quality Standards 2025, ensuring care is respectful, empowering, and focused on what matters most to you.

