

Clients Rights-

- The right to be treated with respect and courtesy
- The right to be informed and to give your views
- The right to be part of decisions about your care
- The right to receive quality service
- The right to privacy and confidentiality
- The right to an advocate
- The right to make a complaint

Complaints Process-

1. Clients are encouraged to raise their concern with the staff member first
2. If you are not happy to discuss with the staff person or you are unhappy with the outcome, please contact the Department Supervisor.
3. If the issue is still not satisfactorily resolved, the client should raise the issue with Operations Manager/Aged Care Manager.
4. If the issue is still not satisfactorily resolved, the client should raise the issue with a member of the Management Committee.
5. If after approaching the above people, the issue is still not resolved the client can Complain to the QADA Qld Aged and Disability Advocacy Service or the Complaints Investigation Scheme Phone number: 1800 550 552

Who can access this services:

Anyone who is:

- Frail aged
- Has a disability
- Has a mental illness
- Has a chronic illness

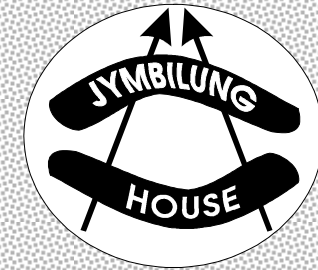
(Eligibility for services is determined after initial assessment is completed)

This service also provides:

- Advice to clients and their carers regarding respite needs/ options
- Referrals made on behalf of clients / carers to other services

Referrals can be made by:

- **Yourself**
- **Carers / Family**
- **Your GP**
- **Community Health**
- **Domiciliary Nurses**
- **Hospitals**
- **Other Service Providers**



Jymbilung House Aged and Disability Services

**These services are Home and
Community Care (HACC)
funded programs**

Jymbilung House

**9-13 Summerfield Drive
Beaudesert 4285
PO Box 10
Beaudesert 4285**

Telephone: (07) 5541 4025

Fax: (07) 5541 4499

Or email

**adminstration@
jymbilung.com.au**

Office Hours: 8.00am-4.00pm

Jymbilung House

Jymbilung House is a Not For Profit Organisation providing support services to the frail aged and people with disabilities.

Jymbilung House receives funding from Home and Community Care (HACC) which is a joint initiative of the federal and state governments.

The aim of the services we provide is to enable people to remain in their own homes as long as possible by providing supports to clients and their carers, allowing carers an opportunity to have a much needed break from their caring role. The provision of these types of services also prevents premature or inappropriate admission into permanent care.

Jymbilung House is also a service provider for the Community Aged Care Packages (CACPS) which assists people with more complex needs to remain in their own home.

Types of services available include:

- Centre—Based Day Respite
- Domestic Assistance
- Garden Maintenance
- Personal Care Assistance
- Meals
- Transport (limited to Beaudesert area)
- Social Support
- In-home Respite
- Supported Shopping Service
- Outings

The fees for the above services are discussed at assessment.

Times of service may vary as this is determined by the staff members roster and availability.

More information regarding these services, can be sought by telephoning

(07) 5541 4025

Centre-Based Respite:

The program incorporates recreational activities, socialization, personal care needs and personal development opportunities with a focus on individual needs.

Activities in the program include:

- Outings and Social Events
- Concerts
- Board / Table games
- Craft sessions
- Quizzes / Word games
- Bingo
- Wood and Leather Work
- Garden Group etc

Domestic Assistance:

Assistance with general cleaning of the home, this service is provided on a weekly or fortnightly basis.

Garden Maintenance:

Provided on a regular basis or as a one off service. This service includes lawn and garden maintenance and rubbish removal.

Personal Care Assistance:

Assistance provided with showering, dressing, grooming etc

Transport:

Jymbilung House is able to transport clients in the local area only, this can be for shopping or appointments.

Social Support:

This service provides assistance for clients to access their local community for appointments, bill paying, banking and social outings.

In-home Respite:

Provides carers with time to themselves, and some relief from their caring role.

Supported Shopping Service:

This service operates on a fortnightly basis and travels to Grand Plaza shopping centre in Browns Plains. Limited seats are available so bookings are essential.

Podiatry:

Provided at Jymbilung House every two months , contact reception if you wish to make an appointment