



WELCOME PACK for Aged Care Services



Keeping the heart 



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Welcome to Magenta Community Services. Our organisation is founded on the principles of compassion, kindness and cooperation, and propelled by a heartfelt vision to make a genuine difference to the lives of others.

At Magenta Community Services, we care about people.

Whether it's the people we support, their families and guardians, our team members or the communities we work in – compassion, kindness and cooperation underpin everything we do.

We believe in the power and importance of personal choice. Our team works alongside people with a disability and older Australians, and their families and guardians to provide individualised and flexible services. This means that we work with you to provide the support you need when you need it.

Whether you need support in your home, coordination of services, help to stay connected, plan management, or something else – we can help.

We are a registered provider of the National Disability Insurance Scheme (NDIS) and My Aged Care. Our team works with people of all ages across communities in Central Queensland, Southern Queensland and the New England and Northern Rivers regions. Collectively, **we support nearly 500 people each year.**





We know aged care services can be confusing, and we will guide you through the process. If you have a question, please ask our team.

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OUR STORY

In 2013, Magenta Community Services was established by Tony and Jonny Iuso in the Northern Rivers region of New South Wales. Driven by their passion and dedication, Tony and Jonny's vision centred around the provision of personalised and accessible services that focus on people. The organisation became a vehicle for accessing National Disability Insurance Scheme (NDIS) and aged care services.

Tony and Jonny's connection to the disability and community sectors stems much deeper than their more than 30 years of professional experience. It embodies their life work and the memory of their daughter, Emily. Born in 1992 with major health complications and diagnosed with a disability, Emily tragically passed away in 1996 leaving a legacy that both Tony and Jonny feel is their vocation.

With first-hand experience as carers, Tony and Jonny understand the unique challenges faced by loved ones on a daily basis. For Jonny, this extends to aged care services and caring for her mother before she passed away. Personal experiences were the driving force behind a vision to create an organisation that placed a high value on people and embraced a personal approach to services.

Passion and determination culminated in 2013, and Tony and Jonny took a leap of faith to establish Magenta. When the doors opened in July, services supported one person. Fast forward to today and Magenta supports nearly 500 people annually across multiple regions.

Today, Tony and Jonny sit on the Magenta Advisory Board and their son, Liam has joined the ranks as a support worker. Magenta Community Services is proud of its grassroots history. A history that embodies compassion, kindness and cooperation, and is propelled by a heartfelt vision to make a genuine difference to the lives of others.

IT'S ALL IN OUR NAME

The name, Magenta Community Services, has a colourful history.

A colour of universal harmony and emotional balance, it is spiritual yet practical, encouraging common sense and a balanced outlook on life. The colour's intention is to create harmony and balance in every aspect of life; physically, mentally, emotionally and spiritually.

A combination of red and violet, magenta contains the passion, power and energy of red, restrained by the introspection and quiet energy of violet.

Magenta influences our whole personal and spiritual development. It strengthens our intuition and psychic ability while assisting us to rise above the everyday dramas to experience a greater level of awareness and knowledge.



Enough about us, let us tell you more about our aged care services.

OUR HOME CARE PACKAGES EXPLAINED

We are an approved Home Care Package provider. This means that we can help eligible, older Australians, like you, stay at home for longer through the Government subsidised, Home Care Package program.

Whether you need in-home support or assistance in the community, we help you to continue to enjoy your independence and make your own care choices. There is a wide range of support and care available through your Home Care Package, including:

- Meal preparation
- House cleaning
- Gardening
- Maintenance
- Shopping
- Personal care
- Allied health support
- Caring for your pet
- Transport
- Social support
- Companionship
- Appointments
- Carer support (respite)
- Products / equipment

WHAT MAKES US DIFFERENT



We offer a dedicated, local team. This means that you receive consistent and coordinated care, and regularly see the same team of carers.



We put you in control of your care. We work with you to create a Home Care Package that meets your needs. As life changes, so does your care.



We don't overcomplicate our fees. We have one fee schedule and no basic daily fee or exit fee. Our costs are transparent so there are no hidden surprises.



We care about you. Our team takes the time to listen and get to know you, and others in your life who are part of your care plan

HOW WE WORK WITH YOU

Our Model of Care

Our Model of Care places you in the center. This means that you are in control of your care and make your own choices. Our team takes the time to understand what you want and what aged care means to you. That way, we can provide meaningful care when you need it.

At Magenta, your Primary Care Team not only works alongside you but also with other, specialist services providers when you need them. Whether you need Physio, Podiatry, Occupational Therapist, Meals on Wheels or something else, we can support you to access the specialist services you need via a service agreement paid for out of your Home Care Package (HCP).



Your Specialist Service Providers

If you have been seeing the same service provider/s for years, there is no need to change. We simply enter into a service agreement with your provider, you continue to receive your services, they invoice us (not you), and we pay for the service with your HCP funding.

Your Magenta Care Team

Your care team is a small, select group of care workers who work with you to provide your care the way you want it. Your Team Leader assists with your Home Care Package planning and budgeting, rostering, and supports your care team to do their jobs well.

HOW WE HARNESS CONNECTIVITY

When you begin receiving support with Magenta, you will receive access to our Participant Portal. Called FlowPoint, you will be able to access up-to-date team contact information, view rosters, find forms and agreements, and access a Magenta noticeboard with the latest updates. If you do not have access to the internet or a device, our team can still provide access to your information through alternate avenues. Simply chat with our team about your needs.

GOVERNMENT CONTRIBUTIONS EXPLAINED

As part of your Home Care Package (HCP), you will receive a contribution from the Australian Government. The amount varies according to the package level you are assigned, and it may include supplements, such as dementia supplement.

We understand that navigating this process can be confusing and we are here to help. We'll explain how subsidies and supplements work, and what supplements might be available to you.

Home Care Subsidy Rates

As part of your HCP, you will receive a subsidy rate authorised by the Australian Government. This will be between a level one and a level four and paid directly to us to be applied to the cost of your care. The subsidy you receive from the Australian Government will equate to a number of hours of support per week.

Paying a Basic Daily Fee is optional. The Basic Daily Fee increases the number of support hours you receive in your home. If you can get the support you need from your HCP subsidy provided by the government, there is no need to contribute an out-of-pocket fee. However, if you cannot get the help you need from the HCP you are currently on, the Basic Daily Fee can pay for additional support.

HCP Level	Annual Subsidy (Before income test)	Administration fee	Fortnightly Support Hours
Level 1	\$10,588.65	15%	5
Level 2	\$18,622.30	15%	9
Level 3	\$40,529.60	25%	17
Level 4	\$61,440.45	25%	26

Prices current as of the 01st of July 2024

OUR PRICING EXPLAINED

When it comes to our fees, we don't like to overcomplicate things and try and make our fee structure as simple as possible. **We only have one fee structure; we don't have an exit fee and there is no requirement to pay a basic daily fee.**

Cost	
Weekdays 6am – 8pm	\$67.56
Saturdays	\$95.07
Sundays	\$122.59
Transport Charges (when requested as part of the service)	\$1.00 per km

Prices current as of the 01st of July 2024

Transport and Travel

If you require your care worker to take you to appointments and out in the community (e.g. shopping), a per kilometer fee will apply for the use of our care worker's vehicle. See transport charges in the above table.

If you live in a remote area or outside the local boundaries of our service, the cost of our care worker travelling to your home will be negotiated with you.

Financial Statements

You will receive monthly financial statements outlining the government subsidies received and expenditure on services. If you choose to contribute an out-of-pocket Basic Daily Fee, you will receive an invoice every fortnight.

YOUR RIGHTS AND RESPONSIBILITIES EXPLAINED



To start providing you with the services you need, we first need to explain your rights and responsibilities.

Our team member will explain each document in easy-to-understand terms. If at any time, you have a question, please ask.



First of all, we want you to know that you always have the right to nominate a support person/advocate. Let us share some more information about this.

Our approach to advocacy and decision making

At Magenta Community Services, we are committed to ensuring that you have access to a support person / advocate of your choice during all stages of the service delivery process. We adhere to the United Nations (UN) Convention on the Rights of People with Disabilities and the UN Convention on the Rights of Older Persons, which means that we respect your rights, including your right to independence, participation, care, self-fulfillment and dignity.

Our advocacy principles mean that:

- You are encouraged to be fully involved in decisions regarding your care plan.
- We support and acknowledge that advocacy is essential when a person needs support to make decisions.
- We believe advocacy helps prevent abuse, neglect and discrimination, and enhances your rights and dignity.

Some common questions answered

Who is a support person?

A support person may assist you in your negotiations with our service. This may include interpreting, providing assistance with communication and/or advising on your needs.

Who is an advocate?

An advocate speaks on behalf of you to ensure your best interests are represented.

If I want an advocate or support person, what do I need to do?

If you would like to nominate an advocate and/or support person, they need to complete a nomination form, so we know who they are. If you would like both an advocate and a support person, each person must complete this form. A copy of this form will be provided to you when we deliver your Service Agreement.

I have an advocate and/or support person, what now?

- We will contact your advocate/support person so they can be present when decisions, discussions
- We will ensure that they have access to all relevant organisational policies, procedures and services.
- We will contact your family/enduring power of attorney where you are unable to make an informed choice regarding advocacy. They will be asked to make a decision on your behalf.
- Our care team will explain your care plan, service agreements, services, reviews and plan monitoring methods to you and your advocate/support person, so you both understand what is being provided by our service.
- We will ensure all information regarding our services are offered to you in a format that works for you. This includes using the assistance of interpreters and technologies. We will, to the best of our ability, ensure you and your advocate/support person understands the information.
- We will ensure that you and/or your advocate/support person understand and agree with any decisions made with you.

If at any time, we are concerned you don't have sufficient support to speak for yourself, we will facilitate access to an independent advocate on your behalf. However, you have the right to make your own decision as to whether you need an advocate, wish to change your advocate or nominate who the advocate will be.

Advocacy services you can access

ADA Australia (formerly QADA)
P: (07) 3637 6000 or 1800 818 338
E: sel@uccommunity.org.au

Aged & Disability Advocacy Australia
P: (07) 3637 6000 or 1800 818 338 E:
info@adaaustralia.com.au

Aged Care Quality and Safety
Commission
P: 1800 951 822 E:
info@agedcarequality.gov.au

AMPARO Advocacy Inc. P: (07) 3354
4900 E: info@amparo.org.au

Aged Care Complaint Resolution Group P: 1800 200 422 E:
myagedcaresupport@healthdirect.org.au

Complaints Resolution and Referral Service (CRRS)
P: 1800 880 052

Older Persons Advocacy Networks
P: 1800 700 600 E:
info@adaaaustralia.com.au

Council on the Ageing (COTA) Qld –
National Aged Care Advocacy
Program
P: (07) 3316 2999 or 1300 738 348 E:
info@cotaqld.org.au

Federation of Ethnic Community
Councils of Australia
P: (02) 6282 5755 E:
admin@fecca.org.au

Office of the Public Guardian
P: (07) 3234 0870 E:
adult.guardian@justice.qld.gov.au

Qld Advocacy Incorporated (QAI)
P: (07) 3236 1122 E: qai@qai.org.au

Speaking Up For You (SUFY)
P: (07) 3255 1244 E: sufy@sufy.org.au

TASC | Toowoomba
P: (07) 4616 9700 or 1300 008 272
E: reception@tascnational.org.au



We want you to know that you have the right to be treated well and be provided with high quality care and services. Please read your rights below as per the Australian Government Charter of Aged Care Rights.

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 have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal privacy protected; and
14. exercise my rights without it adversely affecting the way I am treated.



We understand that things change, and that sometimes you might need to cancel a visit from our care team or withdraw from our services completely. When this occurs, here is what you need to know.

Our cancellation policy

At Magenta Community Services, we understand that things change, and that sometimes you might need to make changes to your care. Whether you need to cancel an upcoming visit from our care team or withdraw from our services, we can help explain the process in easy-to-understand terms.

If you need to cancel a scheduled visit from our care team, you need to:

- Call your Team Leader to advise them. Their contact number will be provided to you on a Contact List and given to you with your Service Agreement.
- Provide a minimum of 24 hours' notice to avoid being charged for the scheduled care visit.

If you need to withdraw from our services, you need to:

- Call your Team Leader to advise them.
- Provide a minimum of 24 hours' notice to avoid being charged for scheduled care visits.
- Settle any outstanding invoices.
- Understand that if you are moving to another service provider, the process of transferring your details and providing a handover can take up to two weeks.

Please understand that if you choose to withdraw from our services, it will not affect your ability to access our eligible services at a later date. Once we receive your notice, we will provide confirmation of receipt in writing.



We place a high value on safety, and in instances where the safety of our staff or other service users is compromised, we may request to withdraw from services with you. Let us share some more information about this.

Our service delivery expectations

There may be instances during the provision of our services, where we respectfully request to temporarily or permanently withdraw from being your service provider.

Instances that may warrant us to request withdrawal from services may include:

- times you are under the influence of alcohol or illicit drugs or are behaving in a manner that is verbally or physically threatening.
- if your continued participation poses a risk to other service users or staff.

Please understand that where practically possible, we will make every attempt to work with you, and where relevant, your support person/advocate to resolve any issues so we can continue to provide you with services.

In the event we request to withdraw from services temporarily or permanently, we will follow this process:

- Consult with you and your support person/advocate about why we are requesting to withdraw from services and for what period of time. In instances where there are immediate issues around safety, this may not be possible.
- In any instances where we withdraw from services, we will inform you in writing and include reasons about why this has occurred, when how and under what conditions you might be able to gain access to the service again.
- You have the right to appeal this decision, and we will provide advice regarding this process including referring you to independent, advocacy services.



We believe in following safe principles and practices when administering medication. Let us share more about this.

Our medication policy

At Magenta Community Services, we recognise that the appropriate use of medication can improve health, comfort and quality of life. As a user of our service, our medication policy seeks to support you to manage your medications safely.

The administration of medication is considered a high-risk practice so Magenta support staff providing medication support must have a first aid certificate and be trained in the safe and hygienic administering of medications.

Our Medication Policy is guided by the following principles:

- Right Person (Service User/Participant);
- Right Drug (medication order as prescribed; expiry dates);
- Right Dose (colour, shape, size and preparation of the tablet, capsule, liquid, nebule or suppository; strength i.e.mg/mcg/ml);
- Right Time (am, pm, nocte, ac/pc);
- Right Route (oral, nasal, optic, aural, nebuliser, skin, gastro button, and tube);
- Right Documentation (medication prescription, medication administration recorded, missed / refused / dropped / faulty medication recorded); and
- Right Reason (medication for specific purposes).

In order to deliver safe medication support, the following requirements apply:

- Support that involves administering medication must be requested by you or your representative and recorded in your support plan and/or medication records.
- Medication can only be delivered by support staff that have completed medication administration training.
- Medication must be contained in a measured dosage system (such as a Webster pack).
- Any invasive technique (such as suppositories or injections) will only be delivered by staff with specialist training.
- Where medication is given to you, the time, dosage, description of medication and any comments are entered into your file notes by the support worker.
- Any issues involving medication administration (such as missing medications, wrong dose) must be reported by staff as an incident immediately and escalated to the appropriate person for investigation and resolution.

The full medication policy is available for you to view on our participant/service user portal, FlowPoint, and a printed copy will be provided to you on request.



We believe in following safe principles and practices when administering medication. Let us share more about this.

Complaint Form

We respectfully request that you contact us in the first instance if you have a complaint by calling your Area Manager **before** completing this form. If you have done this and would still like to lodge an official complaint in writing, please complete the form below and **attach all relevant documentation** about your complaint.

**Do you need some help completing this form or with the complaint process?
The following third-party services, may be able to help:**

Disability and Community Services: (07)3224 7179 or 1800 177 120
Complaints Referral Service: 1800 880 052
Aged and Disability Advocates Australia: (07)3637 6000 or 1800 818 338
Translating and Interpreting Service: 131 450

Your Details	
Title (please circle):	Mr / Mrs / Miss / Ms / Other :
Family Name:	
First Name:	
Address:	
Suburb / Town:	
State / Post Code:	
Phone Number:	
Mobile Number:	
Email Address:	
Complaint Details	
Please tell us about your complaint and attach any relevant documentation or additional pages to this form	

What date did you first talk to a team member about this complaint?	
Who did you speak with?	
What did that person offer to do?	
How would you like this complaint to be resolved? What actions would you like us to take?	

<p>Declaration</p> <p>I declare that the information supplied by me in this form is, to the best of my knowledge, true and correct. I understand that this complaint, including the documentation, may be referred to the funding entity for the purpose of resolving the complaint. Information may also be used to inform and improve the practices undertaken by Magenta Community Services and where appropriate, for investigative and legal purposes.</p>	
Name:	
Signature:	
Date (Day, month, year):	(dd/mm/yyyy)

Suggestion for Improvement Form

This form can be completed by any person who believes there could be an improvement in the services provided by Magenta Community Services. Please complete the fields below and return to us in person, via email or by post. Upon receipt of the completed form, you will receive a formal response within two weeks.

Your name / the name of the person suggesting the improvement.	
Date:	
What improvement would you like to suggest? Attach additional pages if needed.	
How would you like to see us make this improvement? What are your recommendations? Attach additional pages if needed.	

OFFICE USE ONLY

Date of response:		Staff Member:		Method: (Email, phone, in person, mail)	
Where a response is made via phone or in person, document the following:					
Response/Action:					



Thank you for your time today. We are in the process of finalising your Home Care Package with Magenta. Our team member will be in touch shortly about the next steps. In the meantime, if you have any questions please get in touch. We are here to help.



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