



Queensland Community Support Scheme

Information booklet

A guide to help you understand how the scheme works and your rights and responsibilities as a service user

Funded by



Queensland
Government



Artwork adapted from original designs with permission from and credit to Cairns-based, First Nations design studio ingeous studios.

The original artwork depicts our families that live in our communities throughout Queensland.

Separated by land and waters our communities formulate the strength and diversity of our Aboriginal and Torres Strait Islander cultures throughout our state.

The background contemporary elements are symbolic of both the land and sea which are inherent to both our families and communities.

We respectfully acknowledge the Aboriginal and Torres Strait Islander Traditional Owners and Elders of the lands and seas on which we meet, live, learn and work.

We acknowledge those of the past, the ancestors whose strength has nurtured this land and its people, and who have passed on their wisdom.

We acknowledge those of the present for their leadership and ongoing effort to protect and promote Aboriginal and Torres Strait Islander peoples and cultures. We acknowledge those of the future, the Elders not yet born, who will inherit the legacy of our efforts.

We recognise it is our collective efforts and responsibility of individuals, communities and governments, to ensure equality, recognition and advancement of Aboriginal and Torres Strait Islander Queenslanders across all aspects of society and everyday life.

Warning: This guide may include images of people who have passed away since printing.

QCSS Information Booklet
Version 1.0



Translating and interpreting services

If you would like to talk to us about how your support service will work, in a language other than English, we can arrange an interpreter to help you. We can also arrange a signing interpreter if you have hearing difficulties. For more information, talk to us or contact the Translating and Interpreting Service (TIS) on **131 450**.



Welcome to the Queensland Community Support Scheme

We're here to help you maintain or regain your independence, continue living safely in your home and actively participate in your community.

It's important to live your life to its fullest and it doesn't take much to stop that from happening. You may find yourself in a situation where it's difficult to maintain your home, you're struggling to cook or clean for yourself or you're feeling isolated.

These situations can impact different areas of life so, together, we are going to work towards improving your situation.

Your supports are flexible, and can increase or decrease depending on your needs. So, rest assured, we will be by your side for this journey.

Let's get started.



Support designed for you

The Queensland Community Support Scheme (QCSS) provides supports to people who need a small amount of assistance to live independently at home or go out into their community.

Each person is different, so depending on your individual needs, you can access a maximum of five hours of support per week. This time can be made up of in-home support and/or community connection support.

There may be a minimal cost for the services you receive, depending on what's required. Your service provider will discuss this with you.

In-home support

Helps you to undertake tasks at home that improve your confidence and teach you new skills to live more independently.

Support could include:

- personal care activities (e.g. bathing, dressing)
- planning and preparing meals
- household chores (e.g. cleaning and laundry)
- ordering groceries through the internet
- making appointments and setting reminders
- managing household correspondence and bills
- home or garden maintenance (e.g. changing light bulbs, cleaning windows, lawn mowing).

Community connection support

Helps you to access and participate in your local community safely and independently.

Support could include:

- finding and attending activities, interest groups, local clubs, and social networks
- making and attending appointments
- transport to shop, carry out essential services such as banking, and attend health appointments
- helping to build your confidence to get out and about in your community.



About our service providers

We have a network of providers across the State, with some specialising in providing supports to people experiencing homelessness, people who are culturally and linguistically diverse, and Aboriginal and Torres Strait Islander people.

All service providers are very experienced in providing support. They will work with you to understand your needs and identify the best services to support you.

If your circumstances change and you need to change your service provider, please speak with your existing service provider and they will assist with your re-referral through the QCSS Access Point.

Your rights

As a QCSS service user, you have rights that your service provider should recognise.

These include the right to:

- be treated with respect and courtesy
- stay informed and be consulted on decisions about your supports
- receive quality supports
- expect privacy and confidentiality
- access your personal information held by your service provider
- choose a person to support and speak for you
- have your comments and feedback listened to and respected
- make a confidential complaint if you're not happy with the supports you receive.

How do these rights apply to you?

We understand it can feel uncomfortable for someone you're not familiar with to come into your home. Your service provider will respect your home, your belongings and your privacy. You should feel comfortable to ask your service provider any questions you have so you feel comfortable about how your support will be provided.

These may include:

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❓ Will your staff ask my permission before going around my house or touching my things?

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❓ What can I do if I'm not happy with how I'm treated?

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❓ Who can I talk to if I have concerns or questions?

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❓ Will my cultural and/or religious beliefs be respected?

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❓ What happens if I can't afford the cost for my services?

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❓ Can I change or stop the service at any time, and how can I do this?

.....

❓ Can I have an interpreter if I need one?





Developing your support plan

You have the right to be involved in developing a support plan that meets your specific needs. You should talk to your service provider about the challenges you face, the support you feel you need and outcomes you want to achieve. Your support plan includes actions that are intended to improve your life, so it's essential you're comfortable it achieves that.

Your plan is in your hands – you can choose the gender of your support worker, the day and time you require support and any changes to your plans. Your service provider will do their best to accommodate your needs and tell you what support they can and can't provide.

You will receive a copy of your plan which should include your service providers' privacy policy. Your support plan should clearly identify:

- your goals and objectives
- how you would like your service provider to work with you to meet your goals
- what you hope to achieve with the support you receive
- the hours of support to be provided
- any associated fees or costs
- the expected outcomes and timeframe for review.

Your support plan will be reviewed after six months, however, if at any time you feel the support plan isn't working for you, talk to your service provider about your concerns and ask them what can be done. Your support plan is designed to be flexible, and can change as your needs change, so it's up to you to be open and honest about how it's working for you.

You don't have to do this alone

You can have someone, of your choice, support you at any time. This person could be a partner, family member, friend or someone from another support agency. They can be involved in making your support plan, interpret for you or be present when you receive your support. Their involvement is entirely up to you so talk to your service provider about this if you need it.

It's okay to be unhappy

If you're unhappy at any time, you, or your advocate, need to tell your service provider. You have the right to make a complaint or provide feedback at any time. You can do this without fear of losing your support or having it reduced.

It's essential you are happy with the support you're receiving and it's helping you achieve your desired outcomes. Your service provider has a responsibility to provide you with a clear, written policy for how they handle complaints and ensure you understand how these policies work.

You should address any complaints with your service provider as the first step.

If you are not comfortable talking to your service provider, you can talk to an advocacy agency. Your service provider should listen to your complaint and work with you to address it. If you feel your complaint isn't addressed, you can call **13QGOV (13 74 68)** and discuss it with us.



Your role in this partnership

By becoming a QCSS service user, you agree to work in partnership with your service provider to help improve your life. You have a vital role to play in this partnership to ensure you receive the maximum benefit from your support.

We ask you to:

- notify your service provider about any changes to your circumstances that will affect the supports you need
- treat staff and volunteers with respect and courtesy. For example - let staff know as soon as possible if you can't make an appointment
- provide a safe environment for staff and volunteers. Your home will become a workplace for your service provider so it's essential it's safe for them. You can do this by restraining any pets and telling them of any potential hazards like spills on the floor. Service Providers need to ensure a safe working environment for staff, so a risk assessment may be done as part of the intake and if any actions need be taken to ensure safe service delivery, this will be discussed with you.
- take responsibility for the results of any decisions that you make with staff and volunteers about your supports.

Need more information?

You can find out more about the QCSS:

- Visit www.qld.gov.au/qcss

Contact QCSS Access Point

- Email QCSSaccesspoint@ozcare.org.au
- Call **1800 600 300** or 07 3028 9360

Advocacy support

Visit www.qld.gov.au/disability/legal-and-rights/advocacy for information on advocacy support services in your local area.







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