Support At Home Program

Participant's Handbook



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Azure Specialists
HOME CARE SERVICES
Your Home. Our Care.

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Appendix 1: Statement of Rights

Independence, autonomy, empowerment and freedom of choice

An individual has a right to exercise choice and make decisions that affect the individual's life, including in relation to the following:

- the funded aged care services the individual has been approved to access;
- how, when and by whom those services are delivered to the individual; and
- the individual's financial affairs and personal possessions; and be supported (if necessary) to make those decisions and have those decisions respected; and take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.

Equitable access

An individual has a right to equitable access to:

have the individual's need for funded aged care services assessed, or reassessed, in a manner which is:

- culturally safe, culturally appropriate, trauma-aware and healing-informed; and
- accessible and suitable for individual's living with dementia or other cognitive impairment; and palliative care and end-of-life care when required.

Quality and safe funded aged care services

An individual has a right to:

- be treated with dignity and respect;
- safe, fair, equitable and non-discriminatory treatment;
- have the individual's identity, culture, spirituality and diversity valued and supported; and
- funded aged care services being delivered to the individual:
  - in a way that is culturally safe, culturally appropriate, trauma-aware and healing-informed;
  - in an accessible manner; and
- by aged care workers of registered providers who have appropriate qualifications, skills and experience.
- be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.

Respect for privacy and information

An individual has a right to have the individual's:

- personal privacy respected; and
- personal information protected.

An individual has a right to seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

Person-centred communication and ability to raise issues without reprisal

An individual has a right to:

- be informed, in a way the individual understands, about the funded aged care services the individual accesses; and
- express opinions about the funded aged care services the individual accesses and be heard.

An individual has a right to communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.

- open communication and support from registered providers when issues arise in the delivery of funded aged care services; and
- make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and
- have the individual's complaints dealt with fairly and promptly.

Advocates, significant persons and social connections

An individual has a right to:

- be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.

An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.

An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:

- significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the Participant lives and visits to family members or friends;
- the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and
- if the individual is an Aboriginal or Torres Strait Islander person—community, Country and Island Home.

Welcome to Azure Specialists Home Care Services



On behalf of the Board of Directors, management and staff, welcome to **AZURE SPECIALISTS HOME CARE SERVICES.** We are registered provider under the support at home program. Providing for your care and service needs and maintaining your security, dignity, privacy, and independence are of paramount importance to us.

The handbook compliments information in your Support At Home Program Service Agreement and outlines how Azure Specialists Home Care Services will work with you to deliver tailored services for your individual needs, and also guidance on your rights and responsibilities, how we protect your privacy, and helpful contact numbers in case you require additional support.

You are encouraged to read this handbook with a family member, friend or other advocate and review the information available on the My Aged Care website **www.myagedcare.gov.au** or phone on 1800 200 422.

If you have any questions or need help to understand any information, please contact us on 03 8612 1616.

If you, your family member or representative/advocate require assistance with translation, or have vision or hearing difficulties, please let us know and we will arrange assistance. We are here to help you achieve the best possible outcome with your care and services and will work in partnership with you to support you in achieving your goals and living the life you choose.

Our Vision

Our vision is to set the standard for excellence in home care by enhancing the quality of life for our participants and their families.

We are dedicated to building a compassionate and skilled team whose personal connections and expertise transform each participant's experience into one of warmth, comfort, and nurturance. Through our unwavering commitment, we aspire to foster a culture of care that is felt as deeply by our participants as it is embodied by our team, ensuring every individual feels safe, respected, and profoundly supported in their own home.

Our Mission

Our mission is to provide personalized care that respects the unique needs of each elderly, fostering their independence and dignity while promoting overall well-being.

We strive not only to meet but exceed expectations, cultivating meaningful relationships and positively impacting the lives we serve. This unwavering commitment guides our team and assures our participants and their families of the exceptional standard of care and support they can anticipate from us.

Our Philosophy/Values

At AZURE, we redefine home care by intertwining our core values into every aspect of our service.

Our commitment to **ACTION** ensures that we proactively anticipate and respond to the needs of our participants, always prioritizing their best interests.

With **ZEST,** we infuse every interaction with enthusiasm and a positive spirit, ensuring that our care is not just a service, but a joyful experience.

Understanding that each participant is **UNIQUE**, we collaborate closely to develop personalized care plans that reflect individual needs and preferences.

RESPECT is at the heart of our interactions; we treat every participant with the utmost dignity, ensuring a relationship based on mutual esteem.

Lastly, our dedication to **EXCELLENCE** is unwavering, as we strive to provide care that not only meets but exceeds standards, ensuring the highest quality of life for our participants.

Our Approach to your Care and Services

You are unique and our approach to your care and services is tailor-made for you.

We work with you in choosing the right services that support and respond to your individual needs and goals.

At Azure Specialists Home Care Services, we recognize:

- you are unique
- there's a partnership between you and us
- your family,friends and/or an advocate are an important part of this partnership if you wish

Our focus is on your skills and capabilities, goals, wishes, preferences and needs.

Our Services



We offer you a large and diverse range of services in your home including:

- **Personal care** such as help with showering or bathing, hygiene, grooming, dressing, mobility, and feeding assistance
- **Domestic assistance** such as cleaning, washing and ironing, meal preparation, shopping assistance
- **Gardening** and basic home maintenance
- **Transport** for your medical appointments and social outings
- **Social support** such as day centres, day respite, community groups
- **Clinical care** such as nursing and other health support such as physiotherapy (exercise, mobility, strength and balance) and podiatry (foot care)
- We can also negotiate other services to support you to live at home where these are identified in your Support Plan, Notice of Decision and Care Plan. For example, you may benefit from some aids and equipment to assist with mobility, communication or personal safety as approved and allowed stipulated in the Support At Home Program Manual.

Goals could be related to your mobility, health and well-being or social activities.

What do you enjoy doing the most?

What could improve your daily living?

What lifestyle do you want to live?



Our experienced team will work with you so together we can consider your needs, personal goals, lifestyle and budget.We will support you so that you can live in your own home and stay active in your community; whether it is long term care or just until you're back on your feet.

Services will focus on what you can do and build on your strengths to maintain and improve your health and wellbeing. You will receive a copy of the agreed care plan within 14 days (about 2 weeks) of signing your agreement.

Human Resource Management

We aim to ensure our staff are suitably qualified and motivated to provide the best quality care and services to support you. We are committed to the ongoing development and management of our staff to ensure their attitude, knowledge and skills are maintained and developed.

Regulartory Compliance

The Australian Parliament passed the Aged Care Act 2024 as the new law for government-funded aged care in Australia on 25 November 2024. The new Act will start from 1 November 2025 and aligns with the launch of the new Support at Home program.

The new rights-based Act will put older people who need aged care at the centre of the system.



The key areas in the Act are:

- the Australian Government's response to the Aged Care Taskforce recommendations
- the new Support at Home program
- strengthened Aged Care Quality Standards
- stronger powers for the Aged Care Quality and Safety Commission
- a Statement of Rights for older people.

The Aged Care Act 2024 introduces a rights-based approach to aged care, ensuring that older Australians receive safe, high-quality, and person-centered care. This new legislation builds upon the recommendations of the Royal Commission into Aged Care Quality and Safety, reinforcing accountability and transparency across the sector.

A key component of this reform is the Strengthened Aged Care Quality Standards, which have been revised to be more measurable, detailed, and aligned with the new Statement of Rights. These standards clarify what aged care participants can expect from providers and emphasize individualized care, dignity, and autonomy.

Each standard says what you, the participant, can expect. Your aged care provider must meet an "outcome" for you. They must demonstrate how they are meeting that outcome.'

The Strengthened Aged Care Quality Standards:

01 **The Person** – Ensuring dignity, choice, and respect for aged care participants.

02 **The Organisation –** Strengthening governance, leadership, and accountability.

03 **Care and Services –** Delivering high-quality, safe, and individualized care

04 **The Environment –** Creating safe, welcoming, and accessible spaces

05 **Clinical Care –** Enhancing health services, medication management, and palliative care

06 **Food and Dining –** Improving nutrition, meal quality, and dining experiences

07 **The Residential Community –** Fostering social connections and engagement.



These standards ensure that aged care providers actively involve participants in care planning and demonstrate how they meet these expectations

Each individual standard is about an aspect of care and/or services that contribute to your safety, health and well-being.The Standards focus on you, the participant and your experience of the care and services you receive.

That means at **Azure Specialists Home Care Services** we will continue to listen to you to understand your stories and expectations so we can provide care consistent with your needs, goals, wishes and identity. We will continue to regularly review your care and services and monitor your satisfaction, as we know your health status and choices may change.

Each Standard has three important elements:

a statement of outcome for the participant	a statement of expectation for the organization	organizational requirements to demonstrate that the standard has been met

Last Updated: July 2025

Our systems and processes will be assessed to ensure they support safety and quality care and services and enable meaning, purpose and connectedness in your life. The Standards recognize the diversity of associated providers and participants requiring aged care services.



We are committed to providing a safe and inclusive environment in which everyone is treated with courtesy, dignity and respect, and in which no individual or group feels bullied, threatened, intimidated or discriminated against.

The diversity of our participants is valued, with equitable access to care and services. We recognize that all people, regardless of groups they identify with, are not all the same, and groups are not mutually exclusive. We acknowledge that there is no limit to the number of different characteristics a person holds and that no two people's life experiences are the same.

We have strong and enduring community partnerships to ensure that 'at risk' groups receive the broad range of services required to minimise disadvantage and support inclusion, including working in partnership with culturally and linguistically diverse (CALD), Indigenous, religious and lesbian, gay, bisexual, transgender/ transsexual, intersex and queer/questioning (LGBTIQ) communities.

We respect your decision to disclose or not disclose information about yourself.

We support our staff to understand the difference between their personal values or beliefs and the legal and ethical guidelines that govern their workplace behavior and practice. Our staff are expected to be respectful of the differences and diversity of all participants and their colleagues, with discriminative practices clearly identified as being unlawful, resulting in performance management or disciplinary procedures or legal proceeding being taken, appropriate to the action.

From time to time, the Aged Care Quality and Safety Commission will attend our service to assess our compliance with the Standards.

They will allocate time to talk with you and your representatives about your life living with us. This will enable the Commission to check that individual experiences of care and services provided are quality, person-centered and in a safe environment, and in partnership with you.



While we encourage you to talk with the assessors, you also have the right to decline. Information about visits by Aged Care Assessors will be available to you several weeks prior to the visit, and for unannounced visits, on the day.

Additional laws, acts, regulations and codes of practice that relate to us and what we do, have been identified and are part of the work practices of staff.

Care Management in Support at Home

Dedicated care management. All Support at Home participants will have access to care management, which supports participants to get the best outcomes from their aged care services. Care management activities are as follows:

SERVICES	DESCRIPTION
Care Planning	• Working with you to identify and assess your needs, goals, preferences and existing supports • Developing and reviewing your care plan • Reviewing your service agreement
Service Coordination	• Communication and coordination with support workers involved in the delivery of your services, and with you and your family or informal carers (if you consent) • Budget management and oversight • Supporting you if you move to a different kind of care, or from hospital to home
Monitoring, review, and evaluation	• Engaging in ongoing care discussions • Case conferencing • Monitoring and responding to your changing needs and any emerging risks • Evaluating goals, service quality and outcomes
Support and Education	• Supporting you to make informed decisions • Supporting and integrating reablement approaches • Providing advice, information and resources • Health promotion and education • System navigation and linkage • Problem-solving issues and risks • Ensuring your views, rights and concerns are heard and escalated • Assisting you with providing complaints and feedback

Quarterly Budget System

The quarterly budgeting system in the Support at Home program is designed to give older Australians more control and flexibility over their care funding.

Budget Flexibility

- Issued every 3 months (July–Sept, Oct–Dec, Jan–Mar, Apr–June)
- Carryover allowed: Up to $1,000 or 10% of unused funds per quarter
- 10% automatically allocated to care management services

What It Covers

Budgets can be used for:

- Clinical supports (e.g. nursing, allied health)
- Independence services (e.g. personal care, transport)
- Everyday living services (e.g. cleaning, gardening, meals)



Additional Funding Streams

Support at Home also includes:

- Restorative Care Pathway: $6,000–$12,000 for short-term recovery
- End-of-Life Pathway: Up to $25,000 for palliative care
- Assistive Technology & Home Modifications Scheme: $500–$15,000 depending on need

The "No Worse Off" principle is a key safeguard in Australia's upcoming Support at Home program. It ensures that older Australians transitioning from the current Home Care Package system won't be disadvantaged—financially or in terms of care access.

You'll be no worse off under Support at Home. Specifically:

- Your care costs won't increase
- Your funding level will remain the same or improve
- Unspent funds from your current package will carry over
- Your contributions will stay the same or be lower than before

Unspent Funds

What Happens to Unspent Funds?



Carried Over: If you're an existing HCP recipient, any unspent funds will roll over into Support at Home from 1 November 2025

No Time Limit: These funds are not time-limited and won't be lost during reassessment.

Use Before Additional Funding: You'll need to use your unspent funds first before accessing new funding streams like Assistive Technology & Home Modifications (AT-HM).

Quarterly Budget Accrual: Under Support at Home, you can accrue up to $1,000 or 10% of your quarterly budget (whichever is higher) from one quarter to the next.

How You Can Use Them?

Extra Services: If your quarterly budget is exhausted, unspent funds can be used for additional services like physiotherapy, cleaning, or meal prep.

Home Modifications: You can also use them for safety upgrades—think handrails, ramps, or shower chairs.

Assistive Equipment: Items like orthopaedic mattresses or mobility aids are eligible, provided they're approved as part of your care plan.

Tracking & Transparency

Monthly Care Statements

Your provider must issue statements showing your budget, services received, and remaining balance.

Care Plan Reviews

Regular reviews help ensure your funding matches your evolving needs and goals.



Statement of Accounts

Under the Support at Home Program, participants receiving care will be provided with a Statement of Accounts from Azure Specialists Home Care Services every month, providing a clear, detailed and transparent summary of their funding and service usage.



Includes information such as:

- Classification budget and any government supplements
- Services received, unit costs, and client contributions
- Remaining balance and accrued funds
- Assistive Technology & Home Modifications funding usage
- Care management activities undertaken during the month
- Adjustments or corrections from previous periods

Privacy

We collect and hold information about you, including date of birth, next of kin, financial information, powers of attorney and contact details. We respect the privacy of all participants in receipt of services.

Policies and procedures are in place to ensure your privacy is maintained, including storing your information in a locked and secure environment, accessed only by authorized staff. The information collected is purely for assessing your care needs and planning and delivering your services.

It is useful to let your Care Partner know the names of family members or other carers with whom your health needs and care and service plan can be discussed. You (and/or your representative) will be expected to provide accurate and true information.

We cannot accept responsibility for any consequences arising from the provision of incorrect, inaccurate, false or misleading information.



If you would like to see any of the personal or health information collected by us or have further questions about the confidentiality of your information, please speak with your Care Partner or our Privacy Officer.

Feedback and Complaints



If you have suggestions for improving the services we provide, please put these in writing via Feedback and Complaints form and either mail or email them to us, and of course you can call us at any time. We encourage you to please let us know if at any time, you are concerned about the quality of your care or believe that your rights are not being upheld; it is important to talk about it. It is okay to raise issues. Just as positive feedback can reinforce things that work well, your complaints can help to improve care and services.

You, your family, friends and representatives can raise concerns without fear of harassment, retaliation, repercussions or victimization. Where necessary, staff can assist you to complete the forms. These are available in the office and/or via webform.

Any concern or feedback raised will be fully investigated and a reply provided to you to ensure you are satisfied. All feedback is handled confidentially, and we encourage your feedback for suggestions, compliments and complaints. Mediation can also be organized, or the following external organizations can be contacted at any time for any unresolved issues of concern.

If you feel uncomfortable talking to us, or feel that your complaint hasn't been resolved; you can also make a complaint through:

The Aged Care Quality and Safety Commission online at

www.agedcarequalitysafetycommission.gov.au or by calling 1800 951 822

You can also write a letter to:

Aged Care Quality and Safety Commission
GPO Box 9819,
In your capital city.

Advocacy



As a participant, you are entitled to have an independent person (an advocate) represent your interests or act on your behalf for any decision making regarding your access to a **Support At Home Program** package or if you're concerned about the quality of your care and services. An advocacy service may be able to help. Advocacy services are free, confidential and independent.

An advocate can:

- give you information about your rights and responsibilities.
- listen to your concerns.
- help you resolve problems or complaints with your Home Care Provider
- speak with your Home Care Provider if you wish.
- refer you to other agencies when needed.

More information can be obtained from the independent agencies established to protect the interests of people living in residential care. Their services are confidential and free:

Elder Rights Advocacy (Vic)
9602 3066, 1 800 700 600
era@era.asn.au

Older Person's Advocacy Network
1800 700 600
https://opan.com.au/

Rights, Responsibilities, and Security of Tenure

Contained within the Support at Home Service Agreement is the Statement of Rights. You have the same rights as other community members and those that relate specifically to receiving Commonwealth funded aged care services. For example, you have the right to make decisions about your care and lifestyle, the right to safety and security, and the right to complain without retribution if you are not satisfied.

Once you have entered into a Support at Home Service Agreement, we will deliver your care and services for as long as you need them. This is called "security of tenure".

We will only support the discontinuation of your home care package if:

- You advise us in writing that you want to cease the home care package with us. (Our agreement outlines the timeframe requirements for giving notice).
- Your condition changes so that you no longer need home care, or your needs can be more appropriately achieved by other types of services; for example residential aged care. We will assist you to find the services you want and need.
- You advise us that you are moving to a location where we are not able to provide home care services.
- You do not meet your responsibilities within your control such as:
  - Respect the rights of staff to work in a safe environment: You are expected to maintain a safe environment for staff.
  - Assist Azure Specialists Home Care Services by giving up to date and relevant information to enable the provision of safe and quality care.
  - Pay agreed fees on time (such as Income-tested fees):
  - You are expected to pay any agreed fees (income tested fee or personal contribution) on time and comply with the conditions of your Agreement. If you are unable to pay your fees, please contact us to find a solution. Please rest assured that at no time will we leave you at risk.

Quality System

Continuous Improvement

Our participants are the focus of everything we do. The quality of our staff is integral to achieving our aims and we believe in supporting their excellent work. We see ourselves as part of the wider community and accept our responsibilities to the ecological, social and economic environment.

Our quality system is based on our participants' current and changing needs, wants and expectations. We have effective systems for the identification of feedback and complaints, and we provide feedback and information on all plans and improvements through regular meetings, newsletters and informal discussions. The care and services we provide are planned, measured and evaluated using a 'best practice' quality system model, with a focus on what you think.



Quality and customer service are our priority–this is non-negotiable. We aim to continually improve the care and services we provide for you.

Choice and decision making

You have the right to accept personal responsibility for your own actions and choices even though these may involve an element of risk. You have the right to accept the risk and not to have the risk used as grounds for preventing or restricting your actions and choices. You may hear this called 'dignity of risk'; the concept that all adults have the right to make decisions that affect their lives and to have those decisions respected, even if there is some risk to themselves. We respect your decision making and choices and will support you to make, and/or communicate, decisions about your own life

At times we may feel your chosen activity may be a risk due to your health and wellbeing and to other people living and working in your community. We will support you and respect your decisions while ensuring the community you reside in remains safe. We encourage discussion to make this work for everyone.

End of Life Choices

Thinking about death can be very difficult. Now is a good time to discuss and review your end-of-life choices so we know what they are and can support you to ensure they are respected.



Advanced Care Planning

Advance care planning involves planning for future health and personal care should you lose your decision-making capacity. Advance care planning captures your values and wishes. It enables you to continue to influence treatment decisions, even when you can no longer actively participate.

We advise you to speak with your doctor, chosen representative and family about your wishes and prepare an Advanced Care Directive. Consider appointing someone to make decisions for you. A medical treatment decision maker can make medical decisions on your behalf if you are unable to participate in decision making. You can nominate someone you trust to make decisions about your healthcare on your behalf, in the event you suffer an injury or medical condition that affects your ability to make those decisions yourself. To legally empower someone to do that, you appoint the person to be your 'medical treatment decision maker'.



Therapy

Our therapy programs are designed to maintain mobility and dexterity and promote independence. The services of our allied health practitioners and staff are combined to deliver quality programs to meet your expectations and requirements.

Restrictive Practices

We are committed to a restraint-free environment, which means no words, devices or actions will interfere with your ability to decide or restrict your free movement. It means staff and management approach their responsibilities always thinking of the need to preserve your human rights, especially when responding to challenging behaviours



Prevention is the key to a successful restraint-free environment and critical to this success is a partnership with you. We do not support any action or the use of any device that does not have the consent of you or your representative, and which risks your safety.

Antimicrobial Stewardship

We are committed to ensuring appropriate antibiotic use and reducing the dangers of antibiotic resistance; i.e., the spread of organisms that are resistant to many drugs; 'superbugs'.

At Azure, we are committed to supporting antimicrobial stewardship. While working within our scope of practice, we will provide guidance regarding concerns related to antibiotic use.

Our support workers strictly adhere to hand hygiene standards and follow our organisation's infection prevention and control protocols.

We can also work with your doctor and pharmacists. This all depends on your choices and the care and services you wish us to provide.

Communication

As part of our philosophy of continuous improvement, we welcome your feedback on the care and services provided and will promptly act on any concerns or complaints you raise. We promote this by engaging you to provide compliments, feedback and complaints via our online Feedback and Complaints form or calling us or by speaking to your Care Partner in person.

Surveys



Provide us with valuable information to improve the care and services we provide, and help us to know how we are tracking.

Are posted with accounts or via email

Results are included in newsletters.

Open Disclosure

Open disclosure is about communicating with you when things go wrong, addressing any immediate needs or concerns and providing support, apologizing and explaining the steps taken to prevent it happening again. Open disclosure may also involve your family, friends and representatives, and other support people and representatives when you would like them to be involved.

We are committed to honest and timely disclosure to you, promoting and fostering an environment and culture that, through honest discussion, encourages learning needed to improve care and services and underpins our respect for you.

A safe working environment

A Home, Health and Safety Risk Assessment will be conducted as part of your initial assessment and before services begin. The aim is to identify, reduce/eliminate any hazards that may affect service delivery, thus ensuring your safety and that of associated providers. Risk assessments are conducted annually and as required.

It is your responsibility to provide appropriate equipment and materials that are in good working order and safe to use, for the performance of tasks. If electrical equipment has a frayed cord or an electrical problem, you will need to have it professionally repaired before it can be used.

Our staff should have single outlet safety switches to ensure safety when using your electrical equipment such as irons and vacuum cleaners.



Some cleaning products are harmful to your health when used frequently. We request that you provide user-friendly products for our support workers to use in your home. These products are available in supermarkets, have no hazardous chemicals, are pump action rather than aerosol packs and are not bleach based. All cleaning products are to be in their original, labelled containers. The support worker has the right to decline using any chemical identified as being unsuitable.If required your Care Partner can assist you to choose safe, user-friendly cleaning products.

We request that you do not smoke in your home while associated providers are present and do not expose them to the effects of alcohol and illicit drugs.

Whistleblower Policy

The Corporations Act 2001 (Cth) provides legal protections for certain individuals who disclose Reportable Conduct. This policy is designed to ensure that employees and other Disclosers can raise concerns about misconduct, unethical behavior, or improper practices within Azure SHCS without fear of victimisation, harassment, or discriminatory treatment.

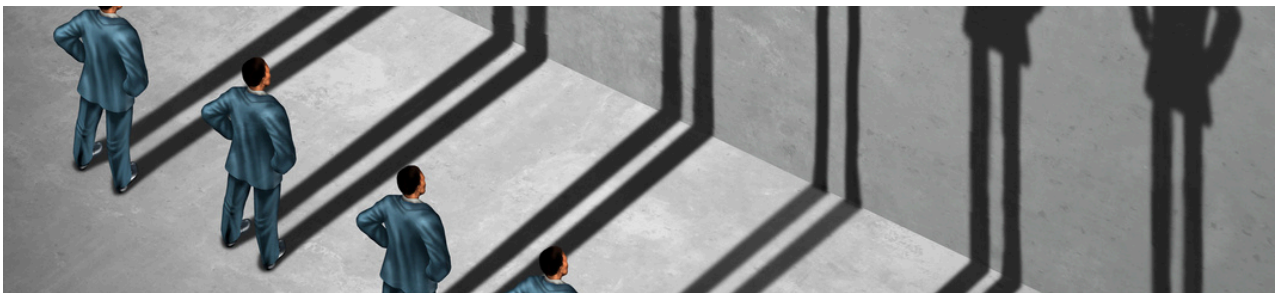
Reportable Conduct: Includes fraud, unethical behavior, unsafe practices, financial misconduct, and actions harming Azure SHCS's reputation or interests. Personal grievances are excluded unless they involve retaliation against whistleblowers.

Reporting Process: Disclosures should first be made to Senior Managers via telephone or email. If needed, reports can be escalated to Directors, Officers, or appointed auditors. Reports must specify that they fall under the Whistleblower Policy.

Investigations: Upon receiving a report, Azure SHCS will determine its validity and conduct a fair investigation internally or externally. Anonymous disclosures are protected, and information is kept confidential unless required for investigative purposes.

Protections: Whistleblowers are safeguarded from legal action and retaliation, including dismissal, discrimination, or reputational harm. Violators face disciplinary measures, including termination.

Support & Confidentiality: Secure record-keeping and access to support services are provided. Policy updates will be communicated to stakeholders as needed.



SUPPORT SERVICES

AGED CARE QUALITY AND SAFETY COMMISSION Regulates aged care providers and ensures services meet national quality standards.	Phone: 1800 951 822
COUNCIL ON THE AGEING (COTA) AUSTRALIA Advocates for the rights and wellbeing of older Australians and offers resources for aged care consumers.	Phone: (02) 6154 9740
DEMENTIA AUSTRALIA Supports individuals living with dementia and their carers, offering education and care navigation	Phone: 1800 100 500
CARERS AUSTRALIA Provides support and resources for carers of older people, including respite and advocacy services.	Phone: 1800 242 636
TRANSLATING AND INTERPRETING SERVICE (TIS NATIONAL) Supports culturally and linguistically diverse clients by providing free interpreting services for aged care-related conversations.	Phone: 131 450 (available 24/7)
PALLIATIVE CARE AUSTRALIA (PCA) The national peak body for palliative care, advocating for quality end-of-life care and supporting aged care providers.	Phone: 02 6232 0700

SUPPORT SERVICES

END OF LIFE DIRECTIONS FOR AGED CARE (ELDAC) A government-funded initiative that provides aged care workers and health professionals with resources for palliative care and advance care planning.	Phone: 1800 870 155

SUPPORT SERVICES FOR OLDER ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE

13 YARN – FIRST NATIONS CRISIS SUPPORT ·If you are experiencing distress, you can contact 13 YARN (13 92 76) to speak confidentially with a First Nations crisis supporter, available 24 hours a day, 7 days a week.	Phone: 13 92 76
THE OLDER PERSONS ADVOCACY NETWORK (OPAN) If you face challenges communicating with your aged care provider, OPAN offers free and independent advocacy support.	Phone: 1800 700 600
Elder Care Support Program Delivered by the National Aboriginal Community Controlled Health Organisation (NACCHO), this program assists older Aboriginal and Torres Strait Islander individuals and their families in navigating and accessing the aged care services to which they are entitled.	Phone: 02 6246 9300

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