



***Allowance  
Incorporated***  
ATTENDANT CARE

**Consumer  
Information**

**16 Years Service**

**“Empowering People”**

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## **SECTION ONE**

### **INFORMATION YOU NEED**

#### **What is the Attendant Care “Allowance Model” Program?**

The Attendant Care Program is a State Government Program administered by the Department of Ageing, Disability & Home Care.

The program provides pay for attendants who help with personal care tasks like dressing, bathing, toileting, eating etc.

*Allowance Incorporated* is run by a management committee of 6 or more participants in accordance with the Associations Incorporation Act; the Department of Ageing, Disability and Home Care Guidelines and the Misc. Workers (Home Care Industry - State) Award.

Participants in **Allowance Incorporated are the employers of their workers** and are required to apply for a ‘Withholding Tax Number’ from the Australian Taxation Office. (Office staff will explain this further and assist with the application). A Workers’ Compensation Policy in your name will be obtained from GIO Australia and Superannuation will be paid for each worker.

Each worker must supply a signed Tax File Declaration and Bank Details form (supplied by office staff) and timesheets signed by you and the worker and sent to Allowance Incorporated on a fortnightly basis for payment. **ALL TIMESHEETS MUST BE APPROVED & SIGNED OFF BY THE PARTICIPANTS PRIOR TO BEING PROCESSED BY OFFICE STAFF.**

When you recruit your own attendants, you will choose the people you feel would suit you best. (Cost of advertising will be paid or reimbursed by *Allowance Incorporated*)

Allowance Incorporated Management Committee are available to support you over the telephone & email.

## **Are you eligible for Allowance Incorporated?**

- You are capable of running your own rosters and carers and recruitment of carers
- You are capable of completing and returning approved and signed off timesheets to the Allowance Incorporated office staff on a fortnightly basis
- You will have a physical disability requiring up to 34 hours per week of attendant care (**which has been assessed and approved by the Department of Ageing, Disability and Home Care**).
- Your health/medical problems must be able to be managed in the community by a local doctor, specialist, outpatients department in a hospital or community nurse.

## **Your responsibilities as a participant:**

Once you are approved for the program you will have the following responsibilities:

You must be registered as an employer with the Australian Taxation office and supply a Withholding Tax number to the payroll office. ( All documents associated with this process are supplied by Allowance office staff in Pack No. 2 “ Getting Started”.

- You are responsible for the **recruitment and management of your attendants.**
- You are responsible for **knowing your needs and your disability** so that you can instruct your attendants clearly.
- You are responsible for **managing allocated hours and accounting** for the use of them on timesheets provided.
- You are responsible for supplying Allowance Incorporated with a **tax file number declaration for every worker.** (All documents associated with this process are supplied by Allowance office staff in Pack No. 2 “ Getting Started”)
- You are responsible for **providing timesheets on time, every fortnight**, under the provisions of the Miscellaneous Workers Home Care Industry (State) Award.
- You are responsible **for co-operating with the Department of Ageing, Disability and Home Care** for assessments and reviews, and for participating in any surveys undertaken by the Department in order to evaluate the Program.
- You are responsible **for complying with the principles of the “Allowance” model** of attendant care as per the Constitution and Policy documents. (Documents are provided in Info Pack No. 4 available upon request.)
- You are responsible for providing all information regarding your employees, to the office and keep the office informed of any changes to your or your carers circumstances.
- You are required to utilise your allocated hours appropriately at all times, maintaining the integrity & philosophy of Allowance Incorporated

**NB: It is important to remember that you are the person with the primary responsibility and control of these matters, even if you choose to ask a member of your family, spouse or friend to assist you.**

### **Allowance Incorporated Responsibilities**

- ✓ Allowance Incorporated will pay your workers directly into their bank accounts after receipt of timesheets.
- ✓ Allowance Incorporated will calculate and pay PAYE tax, which is withheld from the workers' pays, and paid to the ATO on a Quarterly basis.
- ✓ Allowance Incorporated will be accountable to the **Department of Ageing, Disability and Home Care** for the expenditure of funds paid by them for Attendant Care by quarterly and yearly acquittals.
- ✓ Allowance Incorporated will provide you with information about the service including how you may participate in management of the service.
- ✓ Meetings are held by teleconference.
- ✓ Allowance Incorporated will assist you in arranging and administering your program, through peer support or office staff.
- ✓ Allowance Incorporated will provide Workers' Compensation Cover, and maintain current award rates as well as paying PAYE tax on behalf of your workers.
- ✓ Allowance Incorporated will provide a Superannuation policy for each of your workers.

**Allowance Incorporated must abide by the NSW Disability Service Standards.**

## **The Department of Ageing, Disability & Home Care**

- The Department of Ageing, Disability & Home Care will advise Allowance Incorporated of your attendant care needs as outlined in the assessment made by their agent.
- The Department will provide funding through Allowance Incorporated for the costs of your approved hours of Attendant Care.
- The Department will make sure that Allowance Inc abides by their Funding Agreement

## **The Assessment**

The purpose of an assessment is to determine your general eligibility and the number of attendant hours you require if accepted onto the program.

The process also includes identification of any other needs you might have to assist your transition from a nursing home, hostel or hospital to community living.

## **Using Attendant Care Hours**

After the Assessment agent has decided how many attendant care hours you need per week, you can advertise in a local newspaper or other appropriate local place (eg University, TAFE, etc) for workers.

You then arrange a convenient timetable /roster which suits your lifestyle.

This will help when interviewing people who reply to the advertisement, so that your needs can be considered by them.

## **What about extra hours when I am training my attendants?**

After your initial 25 hours of Training are used for your first workers, Allowance Incorporated allows up to 2 shifts (i.e. 5 hours) training for replacement workers. Health and Safety videos/DVDs and written material will be sent to you and will pay for the time the workers spend watching these Videos/DVDs and reading the material.

## **Occupational Health and Safety**

An Occupational Therapist will make arrangements to come to your home, annually, at a time which suits you, to help you to train your workers in safe workplace practices and to help identify and source any equipment which may help to keep you and your workers safe from injury.

The OT are employed by Allowance Incorporated and is NOT A POLICEMAN, but is their to be of assistance to you and your workers.

**Our Occupational Health and Safety Co-Ordinator , Leah Panzarino is available for support over the telephone for all OH&S queries.**

## **What about Emergencies?**

The Department of Ageing, Disability and Home Care include 52 hours per year for emergencies, which can be used as ordinary hours amounting to a maximum of 35 hours per week.

If you use fewer hours than your approved attendant care hours (e.g. if friends or relatives assist with some tasks), you may carry these saved hours over from week to week as well as over the financial year to a maximum of 50 hours. *Or you may negotiate with attendants to use saved hours for tasks, which are not personal care related (e.g. gardening, leisure or educational activities, washing of clothes etc)*

**Note: Hours saved over and above 50 in one year will be returned to the Department of Ageing, Disability & Home Care at 30<sup>th</sup> June.**

## **SECTION TWO**

### **Managing Your Attendants**

To be eligible for the Allowance model of Attendant Care, **you must be willing and able to manage your attendant care arrangements.** This section will discuss the tasks that you will be expected to do.

### **A Word about Attendants**

Attendants are paid to provide assistance with personal care tasks like bowel care, bathing, dressing, and eating. These tasks are non-medical in nature and, therefore, can be done by people who don't have any medical training. **Paid attendants under this Program are not allowed to be members of your family.**

### **Choosing your Attendants**

Once you have been approved for the Attendant Care Program, you will be asked by the Dept. to choose a service most suiting your needs from a list. Once you have asked the services on the list for information and decided which most suits you, you should advise Allowance Incorporated and the Dept. of the date you wish to commence.

You should then employ your attendants as discussed previously.

### **Transferring from another Service**

If you have chosen to transfer from another agency to Allowance Incorporated you will need to have the approval of the Department of Ageing, Disability & Home Care, who will notify Allowance Inc in writing of a date when funds would be transferred.

### **What you may need assistance with:**

Write down all the personal care tasks with which you require assistance, such as:

- Getting in and out of bed,
- Getting into the shower and / or showering
- Towelling dry
- Getting dressed, going to work, getting undressed
- Preparing meals
- Toileting

It is advisable to also work out the hours and days you will need attendants.

It is worthwhile to sit down and make a list of qualities and skills you are looking for in an attendant. For example:

**What you want from a Personal Carer:**

- Are they reliable, responsible and efficient?
- Do they have their own transport?
- Do they have a telephone?
- Can they lift you safely?
- Can they use a hoist?
- Are they willing to be flexible at times of emergency?
- Have you completed a criminal background check?

Use these lists along with anything else you require to help you when you interview your attendants.

**Finding Attendants**

There are many ways you can go about finding attendants:

- “Word of mouth” – by speaking to friends or family who may know people who are interested in becoming an attendant.
- Advertise on notice boards at shopping centres, churches, schools, universities, TAFE colleges or place an ad in the local newspaper.
- Employment Agencies

Allowance Inc has a running account with Cumberland Newspapers and will pay for any other advertising you may need to do.

***Examples of advertisements, which may be useful:*****WHY NOT BECOME A PERSONAL CARER?*****Personal Carer Required***

Personal care assistance required for a man /women with a spinal cord injury residing in .....

Successful applicant must be flexible and able to start shifts as early as 7am (shifts 2-3 hrs ), must be able to assist with bowel care & be willing to assist with domestic assistance if required. Ongoing training provided. Excellent Pay Rates Plus +++ Superannuation. Ph: 8888 5555

**WHY NOT BECOME A PERSONAL CARER?*****Personal Carer Required***

PART TIME, 3 DAYS/WEEK

*experience an advantage, lifting, washing, bathing, toileting, grooming and some cooking.*

*must have own transport and telephone  
great rates and ongoing training provided  
Phone Joan 909090 after 5pm*

## **Screening and Selecting Attendants**

After you have advertised, you will begin to get enquiries from people who are interested in the job.

To help with screening and selecting the people who enquire use the list of things you need assistance with.

## **Training**

You are responsible for training your attendants. Attendants should receive the majority of their training on the job. Training should include:

- The way you prefer to have personal care tasks performed,
- Instruction and practice in safe lifting techniques,
- Instruction in the use and care of any special equipment or aides,
- Hygiene.

Allowance Inc will provide periodical Occupational Health and Safety assessments to ensure the safety of your workers and workplace. The organisation is also preparing to provide safety equipment such as gloves, goggles, face masks, non-slip overshoes and aprons.

## ***Rosters***

You will need more than one attendant. Not only would it be too demanding for one person, but also you will find some people can't work at certain times or will need backup due to an illness or accident.

It is advisable to draw up a roster so that your attendants know what days and times they will be working and what work is expected to be completed in that time.

## ***Emergencies***

You are required to make sure adequate emergency back-up attendance is available. You need to discuss this prior to commencing attendant care. Your choices for emergency back up could include:

- Using current attendants, who may be available at short notice,
- Having a friend, family member or previous attendant whom is prepared to act as your backup attendant in emergencies.  
Using a local service or private agency that is approved by Allowance Incorporated

## ***Responsibilities***

In the Attendant Care Program, everyone involved has a certain number of responsibilities, or things they must do. You have responsibilities, your attendants, Allowance Incorporated and the Department of Ageing, Disability & Home Care.

Let's look more closely at some of your responsibilities as a person with a disability and the responsibility of the attendant who will be assisting you.

## **Your Responsibility to Allowance Incorporated and Attendants**

- To understand your needs.
- To be as complete and honest as possible in explaining your needs.
- Do not ask your attendant to do more than the duties they have agreed to.
- Be ready when your attendant is due to arrive.
- Do not expect your attendant to stay longer than their rostered time.
- Advise as early as possible of changes to your schedule.
- To give feedback to your attendants as constructively as possible.
- To be aware of available back up arrangements.
- To do whatever paper work is necessary to ensure proper record keeping.
- To be prepared to negotiate with your attendants.

You must contact Allowance Incorporated office staff about any hospital stay or holiday in advance, if possible.

**Attendant Care hours can not be used while in hospital, a nominal amount of hours can be paid to workers to keep them until you return home after advising Allowance Incorporated**

Banked hours may be used to take a worker on holiday, or to have attendants help you move house or for any reason which remains within the Attendant Care Guidelines.

## **Your Personal Carers Responsibility**

- To respect the privacy of your employer and maintain confidentiality and behave in a professional manner.
- To resolve questions regarding the job as much as possible before commencing work.
- To arrive at work at the scheduled time
- To notify your employer ASAP if you are going to be late for any reason.
- To notify your employer ASAP when you cannot attend work.
- To complete all duties within the rostered time.
- To be open and honest in communication with your employer
- To maintain necessary records as required
- To provide feedback constructively to your employer.
- To schedule time off or holidays as far in advance as possible.

*The personal carers are EMPLOYED BY THE PARTICIPANTS OF Allowance Incorporated AND not Allowance Incorporated. All Queries from the Carers MUST be addressed by their employer, not Allowance Incorporated.*



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