

BRAINLINK PRIVACY STATEMENT:

All personal and health information will be treated confidentially by BrainLink. No directly identifying information, such as your name or other personal details, will be provided to other agencies without your consent. BrainLink are required to release certain anonymous statistical information about our service users to the Department of Human Services (DHS). This assists in ongoing service planning and enables the continuation of government funding which will be used to plan for improved service provision for people with ABI or neurological conditions.

EASTERN REGION ABI FLEXIBLE RESPITE SERVICE GUIDELINES

ELIGIBILITY and CRITERIA:

Eligible to apply

1. Family members caring for a client who has a **primary** disability of an acquired brain injury as defined by the Department of Human Services: *“an injury to the brain which results in deterioration of cognitive, physical, emotional or independent functions. It can occur as a result of trauma, hypoxia, infection, substance abuse, degenerative neurological disease or stroke. These impairments to cognitive abilities, sensory or physical functioning can be either temporary or permanent and cause partial or total disability or psycho social maladjustment”*. (Department of Human Services, Acquired Brain Injury Strategic Plan, 2001)
2. Carers must be in the age group of birth to 64 years.
3. Carers must live in the Eastern Metro Region and both reside at the same address
4. Funding primarily provides support for a short-term period (12 weeks), however timeframes based on each referral considered where appropriate.
5. High priority exists where the caring relationship is a risk of breakdown.
6. Takes a holistic view in that the support needs of the client includes that of the carer and the family as a whole.

Not eligible to apply

1. Carers **over** the age of 65 years
2. Palliative Care clients as the palliative care and hospital services are responsible for the ongoing needs of these clients

AIMS:

Aims of the Flexible Respite Service:

- Overall aim is to consider the needs of the primary carer to maintain and sustain the caring relationship for the long term;
- Improve the wellbeing of the carer/family and the person being cared for;
- Support the caring relationship and attend to short term support needs;
- Provide immediate or preventative measures where necessary;
- Provide practical support to carers (ie funding Carer Retreats);

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- Provide access to social and recreational activities for the carer/family.

EXAMPLES:

Examples of what can be funded

- Additional one off carer respite, to suit the client and carer.
- Additional short-term personal care/home help as client's or carer's needs change.
- Funding for family/relationship counselling.
- Funding to attend Carer Retreats as organised by **BrainLink** and held in partnership with other service agencies.
- Funding to attend community integrated activities for either the carer, the client or as a family (ie children to attend a school holiday programme with assistance).
- Funding for a client/carer/family holiday.
- Funding a community service that improves that quality of life for the client/carer/family.

INITIATIVE

- Adding value to existing funding/resources, for example if a service agency organises a camp, and seeks funding from various sources to cover all the costs.
- Organise a school holiday programme for children using joint funding.

MAKING A REFERRAL

A carer may self-refer if they do not have a professional involved. The amount a carer can request is no more than \$200. For amounts up to \$1,000, applications must be made by your respective case management service or ABI associated agencies, or other health professional. These include:

- Melbourne Citymission (ABI Service)
- ARBIAS
- Care Connect
- Eastern Access Community Health Centre
- Boroondara Council/HACC
- Association for Children with a Disability
- Your local GP

All referrals must be completed on the "Eastern Region ABI Flexible Respite Referral Form". If you do not already have a copy of this referral form, please contact BrainLink Services and these can be posted or faxed to you.

Alternatively, you can download the referral form from the BrainLink website-
<http://www.brainlink.org.au/flexible-respite-opportunities.php>

The referral form asks the referrer to outline the client's general day to day support needs as well as detailing the support requested in the application. Supporting letters may be required where appropriate, i.e. to demonstrate the need for the support requested.

Once the referral has been completed, please fax (9845 2882), email or post to **BrainLink Services**. **BrainLink's** intention is to respond within fourteen working days as to the outcome of the application. A written response will be forwarded to the Referrer and Client/Carer advising of the outcome of the application.

FUNDING AMOUNT

BrainLink will only accept applications of up to \$1000. Smaller amount of \$200 for self- referrals. BrainLink does not give cash but only pays on invoicing for services or items/equipment that has been approved.

Approval is for the duration of the financial year in which the application was received.

Only one application (and approval) per financial year, per client, will be accepted.

APPROVAL

Approvals are at BrainLink's discretion and subject to various factors including:

- Availability of funding
- Level of urgency
- Level of need
- Prior funding approvals
- Pending applications received by BrainLink

PRIVACY & CONFIDENTIALITY

As per the Victorian Privacy Principles

In many situations there is no need for BrainLink to seek people's personal information. People can often deal with each other anonymously (Principle 8) but if a BrainLink representative does collect and handle other people's personal information – we will only collect what we need, in a lawful and fair manner.

BrainLink staff will not intrude unreasonably and the relevant BrainLink representative will keep you informed as to what they are doing (Principle 1). Information collected will be kept accurate, complete, up to date and stored securely (Principles 3 & 4). Your personal information will only be disclosed for the purpose collected or a related expected purpose. Consent will always be sought from you to share your personal information, unless it is used to protect health and safety or legal requirements (Principle 2). You are able to access and correct your information when required (Principle 6) and you will be kept informed on what BrainLink does with the information collected from you (Principle 5).

The sharing of ID numbers or full names amongst other sources will be minimized (Principle 7) and when this information is shared, the relevant privacy regulations and protections will apply (Principle 9).

Sensitive information such as your ethnic background, religion, political views, sexual preference or criminal record – has special protection under law and will only be collected after relevant rules are checked by a BrainLink representative (Principle 10).

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THE VICTORIAN CHARTER OF HUMAN RIGHTS & RESPONSIBILITIES **to protect and promote your rights.**

- Recognition and equality before the law
- Right to Life
- Protection from torture and cruel, inhuman or degrading treatment
- Freedom from forced work
- Freedom of movement
- Privacy and reputation
- Freedom of thought, conscience, religion and belief
- Freedom of expression
- Peaceful assembly and freedom of association
- Protection of families and children
- Taking part in public life
- Cultural rights
- Property rights
- Right to liberty and security of person
- Humane treatment when deprived of liberty
- Children in the criminal process
- Fair hearing
- Rights in criminal proceedings
- Right not to be tried or punished more than once
- Retrospective criminal laws

QUALITY

BrainLink is dedicated and committed to delivering its services within the DHS Quality standards which are summarized as:

- **Empowerment:** People's rights are promoted and upheld.
- **Access and Engagement:** People's right to access transparent, equitable and integrated services is promoted and upheld.
- **Wellbeing:** People's right to wellbeing and safety is promoted and upheld.
- **Participation:** People's right to choice, decision making and to actively participate as a valued member of their chosen community is promoted and upheld.

If you feel that BrainLink have performed poorly against these standards, then please let us know.

OUR COMPLAINTS POLICY

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint, please contact us and we will provide you with the correct procedure and brochure.

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The Nerve Centre 54 Railway Road Blackburn VIC 3130
Tel 03) 9845 2950 Fax 03) 9845 2882 admin@brainlink.org.au
ACN 121 645 145

If you have any queries please contact:

Karen Jorgensen
Client Services Manager
BrainLink Services
54 Railway Road, Blackburn, 3130

Phone: (03) 9845 2956 Fax: (03) 9845 2882

Email: clientservices@brainlink.org.au

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