



supported tenancy  
accommodation and respite

# CENTRE BASED RESPITE

Information for people with  
disabilities and their families

## CONTENTS

Contact details	3
Welcome to Respite	4
Purpose of Respite	4
Types of Respite Available	5
The Team	5
Respite Booking System	6
Settling in / First Visit	8
Client Information	8
What to Bring	9
Medical Information	11
Client Illness	12
Transport	13
Meals	13
Lost and Found	14
Complaints / Suggestions / Compliments	14
Respite and Centrelink Carer Payment and/or Carer Allowance	14
Organisational Structure	15
Vision, Mission and Values	16

## CONTACT DETAILS

<b>Children's Respite</b>	Unit 1 64 Lucinda Parade Lutana, Tasmania 7010
<b>Telephone</b>	03 6272 8395
<b>Adult's Respite</b>	Unit 2 64 Lucinda Parade Lutana, Tasmania 7010
<b>Telephone</b>	03 6272 8527
<b>Respite Office</b>	Unit 3 64 Lucinda Parade Lutana, Tasmania 7010
<b>Telephone</b>	03 6272 8892
<b>Fax</b>	03 6272 9095
<b>Postal Address</b>	STAR Tasmania PO Box 516 Rosny 7018
<b>Bookings</b>	Darryleen Wiggins Respite Program Manager STAR Tasmania (03) 6244 9444 (03) 6244 2950 (Fax) darryleen.wiggins@startas.org
<b>Operates</b>	365 days per year
<b>Capacity</b>	5 beds per unit
<b>Charges / Fees</b>	No charge

## WELCOME TO RESPITE

This information pack has been compiled in order to provide information and assistance to family and carers regarding our services and their operations.

We hope it answers most of your questions, however if at any time you have any doubts, queries or questions please feel free to ask our Respite Program Manager or any of our staff.

We look forward to developing a strong relationship with you and your family.

## PURPOSE OF RESPITE

Respite aims to assist children, young people and adults who have a disability to remain living within their home and local community for as long as possible by providing the family or carer with a short-term break.

The STAR Tasmania Respite Centre caters to the needs of all clients, regardless of disability or behavioural support needs.

The centre can be accessed by families on a regular basis or as required in the case of emergencies. It provides safe, fun and responsive respite support run by expert staff in a family friendly environment.

Eligibility to access the service is determined by the Gateway Services which provides a single point of entry to all specialist Disability Services in the state.

**Phone 1800 171 233 to speak with a Gateway Intake Worker to discuss eligibility for our service.**

## TYPES OF RESPITE AVAILABLE

STAR Tasmania is able to accommodate a range of respite options at the centre.

### **Centre Based Respite**

Centre based respite provides clients and families with the opportunity for a complete break outside the home. The length of stay is negotiated on an individual basis.

### **Extended Respite**

Extended respite refers to a stay longer than 7 nights. This may be to allow the family to have a holiday or to attend to other pressing family matters. Requests for extended respite will be considered on a case by case basis with respect to bed availability and the individual circumstances surrounding the request.

### **Emergency Respite**

All emergency requests to STAR Tasmania via the Gateway Services will be responded to.

## THE TEAM

The Respite team is highly professional, with a diverse range of qualifications and experience across both childcare and disability.

All staff are required to undergo a National Police Check prior to employment with the organisation.

All staff are actively supported to pursue further study and personal development opportunities. This ensures an ongoing improvement to service provided to clients of the centre.

## **Staffing Ratios**

Staff work a variety of hours to suit client needs. Staffing ratios change to reflect the needs of clients staying at respite. At peak times (eg: weekends and holidays), staffing levels may be increased to meet the needs of the clients at respite.

## **RESPITE BOOKING SYSTEM**

### **First time client booking**

Families wanting to access the service for the first time are required to contact the Gateway Services.

Gateway Services provides a single point of entry to all specialist Disability Services in the state.

An assessment of eligibility to access respite will be conducted by a Gateway Intake Worker.

If deemed eligible, The Gateway will notify STAR Tasmania. The STAR Tasmania Respite Program Manager will contact you to discuss a booking.

Phone 1800 171 233 to speak with a Gateway Intake Worker to discuss eligibility for our service.

### **Existing client booking**

A booking is made in response to a request from a family member or carer.

They can be made by contacting the Respite Program Manager by phone during business hours or by letter, fax or email.

Bookings can be requested at any time and are made according to individual needs and available resources.

## **Confirmation of Bookings**

A letter will be sent out to the family / carer to confirm the dates of the client's stay, including any paperwork that needs to be completed prior to the stay.

If you are uncertain how to complete these forms or have any other concerns, check with senior staff or the Respite Program Manager.

## **Arrival / Departure Times**

Unless otherwise arranged with the Program Manager, clients are welcome at the centre for an overnight visit from 3.30pm onwards on the day of arrival, and should be picked up by 10am on the day of departure.

Any other arrangements concerning arrival or departure times must be negotiated with the Program Manager prior to the stay to ensure appropriate staffing levels.

Times may vary during school holidays and public holidays to cater to client need.

## SETTLING IN / FIRST VISIT

Visiting respite for the first time is a big step, as is staying away from home overnight. For most clients new to the service, it might be the first experience they have had separated from their family or carer. Most clients will experience some anxiety throughout this process and it is important we all work together to ensure a successful adjustment.

We encourage families / carers to tell staff what can be done to make things easier.

Some ideas we suggest to help your family member adjust:

- Taking them to visit the service prior to their first independent stay
- Initially only leaving them for a short overnight stay
- Being confident yourself (if you are anxious this can easily influence how your family member might feel)
- Ensuring they have their special “security object” if they use one. Eg: a child’s favourite teddy
- Pack a favourite belonging eg book, DVD
- Always tell them where you are going and that you will be back, and ensure that you say goodbye

## CLIENT INFORMATION

Prior to a client’s first independent stay a personal profile must be completed. This is completed by parents and/ or carers. The profile covers areas such as daily living skills, communication, mobility and health. The information is updated regularly or as needs change.

Personal profiles are kept on the client’s respite file and are used to give staff important information on how to best support them. It also assists staff in following a person’s personal routine as closely as possible.

Please provide copies of any additional information you may have, such as; manual handling plans, physio reports or meal-time assistance plans, as these benefit the client and staff.

Any court mandated orders that directly impact on a client's respite stay must be provided and will be kept on file in the respite personal profile.

Any information about a client given to respite is treated as strictly confidential. In emergency situations relevant information will be given to medical staff.

Family and carers who wish to view information held on file should contact the Program Manager. Respite will pass on relevant information to parents / carers about a client's stay.

## **WHAT TO BRING**

### **Clothing**

Please bring enough clothing for the length of the stay and any spare changes needed for school or day placement.

Clothing is washed as required. Please inform staff if there are any special washing instructions.

All clothing and personal items must be clearly labelled with the client's name.

### **Bed and Bath**

Respite supplies towels, face washers and bed linen. There is no need for clients to bring these items.

### **Toiletries**

Please ensure all necessary toiletries are packed in a toiletry bag: toothpaste and toothbrush, shampoo and conditioner, brush / comb, deodorant, razors, soap, shaving cream, sanitary items.

Respite does not have a supply of spare toiletries.

## **Continence Aides**

Nappies, pads and other aides must be sent in with the client.

Respite does not have a supply of spare continence aides.

## **Dietary Supplements**

Dietary supplements and thickeners should be sent with the client and included in a meal management plan.

Respite does not have a supply of these items.

## **Spending Money**

Clients staying at respite need to bring with them the money they need on a daily basis (eg: taxi fare, lunch money).

We encourage families and carers to provide extra spending money for activities outside the centre.

Receipts and documentation of spending will be kept. Respite does not supply money for activities outside the centre.

## **Sunscreen and Sun Protection**

During the Summer months, clients staying at respite are required to bring sunscreen and a hat to ensure sufficient protection from the sun. Unfortunately, clients may need to be restricted to inside play during this time if these items are not provided.

## **Aides and Equipment**

Hoist slings, walking aides, communication devices etc must be sent to respite with the client.

## MEDICAL INFORMATION

Full details of any known medical conditions should be passed on to staff via the completed medical history section located in the Clients Profile. If a client has complex health needs a Health Care Plan will be devised in consultation with the treating practitioner.

### Medication

To ensure that staff are able to administer any medication the following needs to occur:

1. The medication must be prescribed for the client by their doctor.
2. The prescribing doctor must sign and date the medication chart which is valid for a period of 6 months. These charts will be sent out with the booking confirmation documentation.
3. An administration form must be signed by a parent or carer, giving staff permission to administer the medication on their behalf.
4. The medication must be given to staff to be locked away.
5. The medication must be in the original container with the original labelling. Instructions on the container must be consistent with the medication chart.
6. Please pack enough medication to cover the length of the stay and also include a small amount spare in the event of an emergency. It would be appreciated if excessive amounts of medication were not sent.
7. Arrangements for medication whilst the client is at an alternate venue need to be made with the relevant service prior to the stay. Respite cannot take responsibility for handing over medication to be used in another service unless arranged with the Respite Program Manager.

8. All medication is to be transported to and from Respite in a lockable tin. Please contact the Program Manager to obtain a lockable tin and key. (The medication prior to leaving home is locked in a tin with the parent/carer key, on arrival using a duplicated key which is held at respite the tin will be unlocked and medication audited).

Our policy for medication and its administration is for everyone's protection and staff are required to adhere to the policy.

## **CLIENT ILLNESS**

To prevent the spread of illness or infection, we ask that clients deemed infectious postpone their booking (eg: flu, coughs colds, diarrhoea and headlice).

Similarly, if a client becomes sick while at respite the family or carer will be contacted to discuss alternative arrangements.

Should the family be uncontactable during the clients Respite stay, please provide an alternative contact to Respite staff.

In case of medical emergencies, staff will make medical arrangements and contact the carer as soon as possible.

### **Suspected Injury or Illness**

In cases where staff are unsure if a client needs medical attention ie: if a client has a fall, staff will contact the family or carer to discuss and make an appointment with their G.P.

## TRANSPORT

Family / Carers are responsible for arranging transport and its payment to and from respite. Family / Carers are also responsible for arranging any other transport from respite to venues eg: school, day support etc during a client's booking at respite.

In special circumstances, respite staff may have the ability to provide transport to and from home and/or school. This will be negotiated on a case by case basis with the Program Manager.

Clients accessing Respite have the opportunity to participate in planned outings. Please notify the Program Manager should there be any restrictions on travel and or concerns.

## MEALS

Meals are prepared by respite staff, and, where possible with the involvement of clients staying at respite. Any particular dietary individual needs or requirements should be discussed with the Program Manager.

Lunches for people attending day support, school or other activities during their stay are also provided. Lunch boxes and drink flasks should be sent to respite if needed.

The profile will ask information regarding how food is to be served. If the client has been assessed by a Speech Pathologist with regard to mealtime assistance, this information should be provided to staff, complete with any updated information, via the profile.

## LOST AND FOUND

Unnamed clothing and items from home are kept in Lost and Found. Please check with staff for any lost items.

Please do not send valuable items to Respite (eg: phones, computers etc). STAR Respite is not responsible for replacement of lost items.

## COMPLAINTS / SUGGESTIONS / COMPLIMENTS

Complaints, suggestions or compliments about any aspect of the respite service assist us to achieve our aim of providing a high quality service.

STAR Tasmania is committed to resolving any conflict in a manner which recognises both parties rights, responsibilities and beliefs and takes into account special needs and circumstances.

Issues can be raised direct with the Respite Program Manager. If you feel that the issue is not addressed to your satisfaction, it can be raised with the CEO of STAR Tasmania or referred externally to one of the advocacy agencies listed below.

**Tas Advocacy** **Ph: (03) 6224 2240**

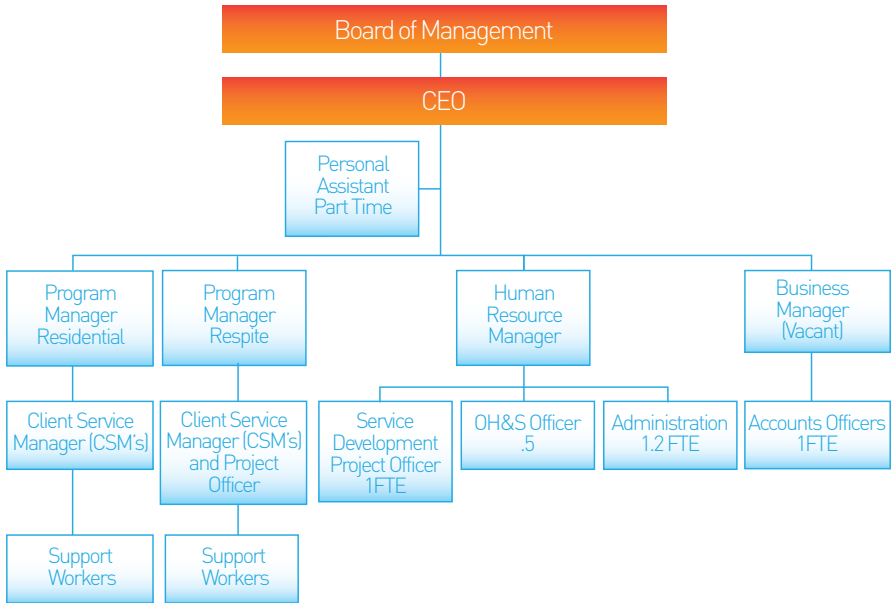
**Association for Children with a Disability** **Ph: (03) 6231 2466**

**Department of Health and Human Services** **Ph: 1300 135 513**

## RESPITE AND CENTRELINK CARER PAYMENT AND/OR CARER ALLOWANCE

You can take a number of breaks from caring for your family member, up to 63 days per calendar year for respite, and still be eligible for Carer Payment and/or Carer Allowance. Please contact Centrelink on 132717 if you have any questions or queries.

# ORGANISATIONAL STRUCTURE



## VISION, MISSION AND VALUES

### 1 Our Vision

Innovation, energy and consistency in the pursuit of service excellence

### 2 Our Mission

To collaboratively promote and support full life opportunities for people with disabilities

### 3 Our Values

At STAR we believe that all individuals make a difference.

We value respect, professionalism and commitment.

#### **Respect**

What this means to us:

- Punctuality and courtesy
- Being supportive and cooperative
- Listening to and considering the opinions of others

#### **Professionalism**

We demonstrate this through:

- Honesty and integrity
- Accountability and transparency
- Providing and being open to feedback

#### **Commitment**

We show this by:

- Being reliable and adaptable
- Following through on what we say
- Striving for continuous improvement