

## Working with attendant care: information for a successful service

### Making it work for you

Having attendant care in your home can require some adjustment for you and members of your household. It can take time to get used to.

There can be many people involved in your attendant care services - you, the people you live with, the support workers who come into your home and the provider they work for.

It's important to understand that your home is also a workplace for your support workers. A safe work environment and respectful communication helps your care service to be successful. Everyone in your home, including support workers, should feel comfortable and understand their roles and responsibilities.

This information helps you develop good working relationships for successful attendant care services.

### Working well together

#### You can expect:

- quality care and support
- reliable services that meet your support needs
- to be treated with dignity and respect
- to have a choice in your attendant care provider from the options available to you in your circumstances
- to know who'll be working with you
- to know who to contact at your provider to request changes or if you have concerns.

It will take at least 4 weeks to find and train the right care team to provide the best support for you. In some areas, such as regional and remote areas, the number of available support workers is limited and it may take longer.

#### Your attendant care provider will:

- involve you in working out what your care will look like including your care schedule
- provide support workers with the skills to meet your individual needs
- ensure your support workers act professionally
- work with other members of your rehabilitation team
- let you know if any changes are needed.

Wherever possible your provider will match support workers who will fit in with your lifestyle and cultural needs. Depending on availability of support workers, you may have limited choice in who can work with you. The most important priority is that the support workers have the skills to provide the care you need.

## Your role:

Having a successful working relationship with your attendant care service means:

- being respectful to your support workers
- understanding that you and your support workers will take time to get used to each other
- understanding what the support workers can do and what they can't do
- giving your provider enough time to make changes to your services
- keeping your provider informed about anything that may affect your care
- letting your provider know if you have issues or concerns with your services.

## Provide a safe work environment:

When you have attendant care services, your home becomes a workplace and must be a safe and respectful place for you and your support workers. This means if your support workers identify risks to their safety or wellbeing, it may impact your services.

We will ask you and the attendant care provider to sign an Attendant Care Service Agreement. This highlights the safe and respectful workplace needs for the support workers and describes how the care will be delivered.

## Working through issues:

Sometimes issues may arise with your care services. These could include:

- how your care is being delivered and who is delivering it
- changes to your schedule and who is available to support you
- adjusting to having attendant care services.

Most issues can be worked through by speaking with your Care Coordinator at the attendant care provider. If you would like further help raising issues, you can also speak to your Case Manager or your Lifetime Care contact.

## Getting more information

To learn more about attendant care services you can visit the Living with Attendant Care website <http://living-with-attendant-care.info/>. Your attendant care provider can give you information specific to your attendant care service. Your Lifetime Care contact can talk with you about what to expect in your attendant care service.

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