

Care and  
support  
for a bright  
future





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# Your Partner in Shine

**Our name ‘Claro’ comes from Latin and means ‘to brighten’ – and we’re here to enable you to shine.**

Our name may be new, but we’re not.

Collectively, we’ve been around for more than 30 years, with an established presence across Australia.

We’ve combined the best of what we had to become Claro – the leading aged care and disability services provider in Australia. Plus, we offer seamless health, care and support, and access to allied health services, backed by experience, expertise and excellence.

We provide services right across the country – supporting people with disability and older Australians in most states and territories.

We make sure that our services aren’t one-size-fits all, but exactly the right fit for your lifestyle and what you want to achieve.

We pride ourselves on the quality of our people; they’re passionate and driven to make a difference in partnership when working with you.

We’ll enable you to achieve your goals and live life on your terms. We’ll be here as you enhance your skills, make new connections, and engage with your community.

We also work with some of the best builders in Australia to create quality homes for people who want more comprehensive supports – because everyone deserves a home they love.

**Claro. Enabling brighter futures.**

## Our CARE Values

**Our team at Claro is driven by our CARE values:**



Our clients are at the heart of everything we do – we work in partnership with you, so you can lead the life you want on your terms.



We partner with our clients to make things happen – we’re collaborative and achieve more together.



We know it’s a privilege to partner with you – we respect all voices and promote diversity and inclusion in the community.



We constantly strive to do better, deliver quality service, and promote positive community change.



# Your Services

**We offer seamless health, care and support, so you can have a bright future and achieve your goals – whether it’s to enhance your skills, make new connections in the community, or just get a hand around the home.**

## Your Everyday Supports

We know that sometimes you might need some extra support to maintain your independence in your home.

We can provide you with the following tailored services to meet your needs:

- Personal care, such as showering and meal preparation
- Domestic support, such as cleaning and buying groceries
- Looking after your health and fitness
- Support to access the community, clubs, activities and programs
- Access to therapy and clinical services, like speech pathology or physiotherapy
- Post-hospital care and recovery support
- Assistance with travel and transport arrangements
- Support with household chores

We’ll work in partnership with you to deliver all the supports and services you need in your everyday life.

We recognise you know what you need. We will listen to you, and work alongside you to enable you to achieve your goals and desired outcomes.

Our services aren’t one-size-fits all – we make sure you are at the centre of all decision making, and that your services work for you.

## Your Comprehensive Supports

### Comprehensive in-home support

We have a lot of experience working alongside people who may need more support to achieve their goals. This includes Supported Independent Living and Support Coordination Services, which are funded under the National Disability Insurance Scheme (NDIS).

We also have a large network of registered nurses making sure staff are trained and everything is in place to safely deliver higher complexity support.

This includes:

- Complex bowel care
- Enteral feeding and management
- Tracheostomy care
- Ventilation
- Subcutaneous injection
- Diabetes management

As well as variety of supports to enable you to live more independently, and manage your funded supports.



**Supported Independent Living**

Supported Independent Living (SIL) is a NDIS support so you can live in accommodation with other people, or on your own, and receive support and services to live life on your terms.

SIL is different to Specialist Disability Accommodation (SDA), which refers to living in a physical house and is funded separately. We can also help with SDA – more detail about this below!

The kind of SIL support you receive will be different depending on your individual needs, but can include:

- Moving into your own home for the first time
- Learning to live in your own home
- Household tasks like:
  - Cleaning, laundry and looking after your home
  - Nutrition, cooking and healthy eating
- Personal care, such as showering, dressing and getting ready for the day
- Travelling to and from appointments
- Assistance with taking medication
- Enabling you to start a hobby
- Connecting with friends in the community
- Learning to catch public transport

Our SIL services are focused on making sure we support you to achieve what you want, and be part of an inclusive community.

**Support Coordination Services**

We know that some people need extra support navigating the NDIS – which is why you might have Support Coordination Services included in your NDIS plan.

Our Support Coordinators can help connect you with the services and supports that are right for you.

Our Support Coordinators really know the NDIS, and how to get the most value out of your plan.

We will spend time with you to make sure that your services really meet your needs, so you can use your budget to best achieve your goals.

Our experienced Support Coordinators can support you to navigate the NDIS by assisting you to:

- choose which mainstream, community or informal service provider will be the right fit for you
- negotiate services to be provided, develop service agreements, and create service bookings
- negotiate services and prices
- arrange any assessments required to determine the nature and type of funding required (e.g. assessment to determine the type of complex home modifications required)
- decide the budget for each support type, and advise any relevant plan manager of the breakdown of funds
- liaise with any plan manager to establish the appropriate claim categories and attribute the correct amount of funds to link you to community services like housing, education, transport and health
- resolve problems or issues that arise
- understand your responsibilities under service agreements
- change or end a service agreement

**A home you can be proud of**

We partner with some of the best builders, developers and architects in Australia to provide access to exceptional homes – and we can also provide in-home support for you as well.

We can connect you with a range of Specialist Disability Accommodation (SDA) options. From one-bedroom apartments

in the city, to living with other people in a country region – we provide choice.

Because everyone should have a say about where they live, who they live with, and have a home they are proud of.

**Your therapeutic and clinical services**

We can also connect you with a wide range of allied health services to meet all your therapeutic and clinical needs. Whatever your current health and wellbeing needs, we can tailor support for the following services:

- nursing
- occupational and physiotherapy services
- speech pathology
- dietetics
- podiatry
- psychology, neuropsychology and behaviour support

These clinical services are provided by Plena Healthcare – one of our trusted partners – and the leading provider of allied health care services in the community.

For more information, please visit [www.plenahealthcare.com.au](http://www.plenahealthcare.com.au)

**We're approved!**

You're in safe hands with Claro.

We're an approved provider for the NDIS, Home Care Packages (HCP), Commonwealth Home Support Programme (CHSP), TAC, WorkCover, and several other funded programs.



# Our Promise

**What you can expect from Claro?**

As your partner in shine, we know it's a privilege to work alongside you. We also want to share our service promise with you, so you know what to expect from us at all times.

**We will provide client-centred support**

Our clients are at the heart of everything we do at Claro. This means we will always listen, share ideas, and seek feedback from you, so you can live life on your terms. Our client-centred approach will always focus on your personal goals, even as they evolve and change.

We're also person-directed which means we want you to be in control of your goals, supports and how they are delivered.

Our aim is to understand what you want and need to live a good life on your terms – as defined by you, and then work alongside you to make this happen. We always keep our clients' strengths, interests, communication preferences, and who they would like to involve top of mind.

**Our support workers will work in partnership with you**

We pride ourselves on the quality of our support workers.

Our team is thoroughly screened, including criminal record and reference checks.

We're also passionate about developing our people, and they receive comprehensive induction training, on-the-job mentoring, and annual training.

We'll also match your skills and interests with our support workers – so you can develop meaningful connections.

**We are available when and where you need us**

We have 24/7 support available, and our dedicated team is always ready to answer your questions – we're just a click, tap or call away.

We can be found in most states and territories in Australia. Rural, regional or remote – location is never a barrier to the best aged care and disability services.

**We will listen to you and ask for your feedback about how we can improve**

We strongly believe in continuous improvement. Striving to do better is etched in our DNA, so we will regularly check in and ask what else we can do to support you better.





# Your Feedback Matters

## We are listening

We are absolutely committed to providing you with the highest quality supports and services. If you would like to provide us with feedback on how we can improve, then please let us know.

We welcome your feedback including compliments, suggestions or complaints, as this will help us do better going forward.

We take all feedback seriously, and it will be addressed fairly and promptly by our team.

## What type of feedback can I provide?

- **Compliments:** about the supports and services we have provided that have either met or exceeded your expectations.
- **Suggestions:** ideas on how we can improve our services.
- **Complaints:** about the supports and services we have provided that have not met your expectations.

## How will you respond to my feedback?

Feedback can be provided in your name or anonymously. However, if you provide anonymous feedback, please understand we will not be able to respond to you directly.

**Compliments:** we will thank you for the time you have taken to let us know, and then it will be forwarded to the relevant staff member or service area – we are sure it will make their day!

**Suggestions:** we will acknowledge and consider it as part of our commitment to continuous improvement.

**Complaints:** We take all complaints seriously. We will:

- Listen to your concerns
- Investigate further if required, to fully understand your concerns and provide information to you promptly

- Refer issues that may need to be dealt with by others (such as police, ombudsman and/or aged care or disability regulators)
- Update you on how your complaint is being handled
- Ensure your privacy and confidentiality are maintained as required under law



## Who else can I talk to about my feedback?

If you are dissatisfied with the way we have handled your complaint, you can contact the following external agencies:

### All Services

#### Office of the Australian Information Commissioner

Fax: send it to (02) 9284 9666  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
Mail: GPO Box 5218, Sydney NSW 2001  
Online: [www.oaic.gov.au](http://www.oaic.gov.au)

#### Ombudsman

Details differ for each state and territory. Check online for your local service.

### Aged care services

#### Aged Care Quality and Safety Commission

Phone: 1800 951 822 (free from landlines)  
NRS: 1800 555 677 then ask for 1800 951 822  
Online: [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

### Disability services

#### NDIS Quality and Safeguards Commission

Phone: 1800 035 544 (free from landlines)  
TTY users 133 677  
NRS: 1800 555 677 then ask for 1800 035 544  
Online: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

### National Disability Abuse and Neglect Hotline

Phone Toll Free: 1800 880 052  
NRS: 1800 555 677 then ask for 1800 880 052  
TIS: 131 450 (Translating and Interpreting Service)  
Online: [www.jobaccess.gov.au/complaints](http://www.jobaccess.gov.au/complaints)  
Email: [hotline@workfocus.com](mailto:hotline@workfocus.com)

### Advocacy is for everyone

Everyone has the right to appoint an advocate to act on their behalf.  
Advocacy services may be able to assist in the management of care, establishing or reviewing agreements, negotiating fees, and in presenting any complaints.  
We will respect your choice of advocate, and encourage the services of an advocate in the event of a dispute.

For clients accessing aged care programs, please call the National Aged Care Advocacy Line on 1800 700 600

Call us: 1300 303 770

Email us: [welcome@claro.com.au](mailto:welcome@claro.com.au)

Go online: [www.claro.com.au](http://www.claro.com.au)







# What else do I need to know?

We are so excited that you are interested in being part of the Claro community.

There are some important things to know about rights, responsibilities, environment and safety and these are covered below.

Bear with us, but this is important.

### Continuous improvement

We firmly believe in continuous improvement. We'll use your feedback, complaints, and even compliments, to do our jobs better, train our people more, and make sure our supports and services to you are as good as they can be. We will always strive to do better for our clients.

### Your rights matter

Your rights are important to us.

For our clients living with a disability, our staff will comply with the NDIS Code of Conduct when providing supports or services for you.

For our aged care clients, our staff will comply with the National Code of Conduct for healthcare workers.

All our staff also comply with our Code of Conduct and will:

- Always treat you with respect
- Put your choices at the centre of everything that we do
- Listen to your feedback and always try and do better
- Be responsive to changes in your circumstances

### Keeping your personal information private

You have the right to privacy, dignity and confidentiality in all aspects of your life. Claro will only collect the relevant information needed to provide you with quality services.

### Healthy and safe working environments

#### Smoking

We provide a safe and smoke-free working environment. For this reason, we ask that you, your family and guests refrain from smoking in the presence of our support workers. Our support workers are not allowed to smoke at your property while on shift.

#### Infection control

The safety and wellbeing of our people and clients is of the utmost importance. We have strict hygiene and infection control measures in place across our service delivery locations to protect you and our staff from infectious diseases, including COVID-19. Please make sure you immediately notify us if you are feeling unwell prior to us commencing a shift with you. We will never send staff who are unwell to provide services to you.

### Abuse and Neglect

We do not stand for any abuse and neglect. If you feel that you are being abused or neglected, you can contact the related Departments listed under 'Your Feedback Matters' or contact by us directly and we can support you with this.

### Manual Handling

In the interest of your safety and that of our staff, we follow a 'no lift' policy. If you need assistance with manual handling, we will work with you to make sure there is always appropriate equipment and manual handling techniques in place and undertaken.

### Fire Safety

All Claro service locations are required to have working fire alarms. When we are providing support in your home, it is your responsibility to ensure working fire alarms are installed and maintained. Fire alarms should be serviced regularly and all main entrances and exits should be kept clear in the event of an emergency evacuation.



### Incident reporting

Claro is committed to managing incidents and accidents that may compromise your health, welfare and safety or affect the health and safety of staff and visitors. As a result, Claro follows a formal incident reporting procedure, which requires all incidents to be reported, recorded and then followed up by our management team.

### Cancellation and changes to shifts and booking

We understand that life happens, and you might need to make changes to the times we are coming to provide support. If you need to cancel a shift, please let us know 24 hours beforehand. If 24 hours' notice is not provided by you, we might have to charge you for the full cost of the shift.

Circumstances that do not require 24 hours' notice include:

- Hospital admission
- Becoming ill within the notice period

### Payment of accounts

We offer lots of different ways to pay – including direct deposit, direct credit card and cheques. Payment terms are 14 days but if you want to organise an extended term, please don't hesitate to discuss your preferences.

We would love to hear from you.



# Talk to us

**Call us**

1300 303 770

**Go online**

[www.claro.com.au](http://www.claro.com.au)

