

Care and support for a bright future





Your partner in shine

Collectively, Claro has 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.

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

Our services aren't one-size-fits-all, but exactly the right fit for your lifestyle and your goals.

When you choose Claro, we'll support 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.



Claro, enabling brighter futures.

When we come together, we shine

Our values underpin everything we do. They guide us as individuals and as a team as we strive for our best and care for others. Our values demonstrate our commitment to our people, customers and community, and define who we are, what we do and how we do it.



We **bring energy** to the day, going above and beyond wherever possible.



We **act with integrity** as individuals, and as a united team.



We **listen & connect** with our peers and clients, constantly pushing the benchmark forward.



We **nurture & care** for all on our path, every interaction grounded in compassion.



We value the diversity of our people, customers and community, and strive to offer an environment which fosters inclusion for all people.

What you can expect from Claro

We're passionate and ready to make a difference

At Claro, we strive for personalised service at every turn, ensuring the care you receive is tailored to your needs, preferences and your funding.



Personalised care

Our team works directly with you to establish a care plan that fits your lifestyle and goals, and is supported by our clinical expertise.



Quality support

We pride ourselves on the quality of our people - all our support workers are provided with professional development, support and training tailored to the unique needs of those they support.



Here for you 24/7

We understand that things change - that's why our after hours service is available 24 hours a day, seven days a week.



We're approved!

We're an approved provider for the National Disability Insurance Scheme (NDIS), Home Care Packages (HCP), TAC, Workcover, iCare, LSA, ICWA and other funded programs.

Our 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 build your independence at home.



Our people

Every Claro team member is required to meet annual training commitments, as well as complete training specific to complex care needs.

Training is delivered in a variety of formats to enhance learning for our team. Meeting these requirements results in our team consolidating their expertise and providing high quality services to you.





Disability Supports

Our disability supports are designed to allow you to live safely and independently.

We specialise in supporting individuals requiring complex care and take a personalised approach that's exactly the right fit for your lifestyle and goals, and is supported by our clinical governance.

Disability supports are available in your own home or within supported accommodation.

We'll be here to help you build new skills, make new connections and engage with your community.



Learn more about our in home disability supports



Supported Accommodation

We can help you access specialist disability accommodation (SDA) that is designed to meet a range of needs and funding categories.

As a registered provider of supported independent living (SIL) services, we partner with SDA providers, as well as some of Australia's best builders, developers and architects to provide access to exceptional homes.

We have a range of options to meet your needs, from homes in semi-rural areas, shared accommodation with like-minded residents, and self-contained apartments in the heart of bustling cities.



Learn more about our accommodation services



Aged Care

Age is no barrier to your independence. Claro offers a variety of services to help you live safely and independently as you age.

We'll partner with you to reduce the complexity of managing your home care package (HCP) to ensure you're able to access the appropriate level of care and in home supports.



Learn more about our aged care services



Complex Care

Claro supports the delivery of 24/7 complex care services and support to those who need it. We understand the unique requirements of those with chronic and complex care needs and provide comprehensive, compassionate and round-the-clock support.

Our team of Clinical Practice and Care Managers help guide and support the care provided by Claro's experienced support workers, conducting care plan reviews and responding to changes in condition as required. This ongoing clinical input, oversight and support enables our care team to provide high quality services for our clients, and ensure care services are tailored to each individual.



Learn more about complex care services

In-home supports

Our in-home supports are designed to allow you to live safely and independently in your home.

-  **Personal care**
Showering, dressing and getting ready for the day
-  **Everyday household tasks**
Meal preparation, grocery shopping and cleaning
-  **Medications**
Support to help take your medications
-  **Travel**
Travelling to appointments, activities or learning to use public transport
-  **Community, health and fitness**
Starting a new hobby or connecting with friends, clubs and in the community
-  **Complex support**
Following review of your clinical needs, we may be able offer additional services for complex medical conditions
-  **Arranging additional services**
Access to therapy and clinical services like speech pathology, occupational therapy or physiotherapy



Community supports

Sometimes you might need extra support to maintain your independence out in the community.

We recognise you know what you need - we'll listen to you and work alongside you to provide the supports needed to achieve your goals.

We'll make sure you are at the centre of all decision making and that the services we provide work for you.

Out and about

-  Assistance with travel and transport
-  Looking after your health and fitness
-  Support to access the community, clubs, activities and programs



We are listening



We are committed to providing you with the highest quality services. If you have feedback on how we can improve, we would like to hear from you.

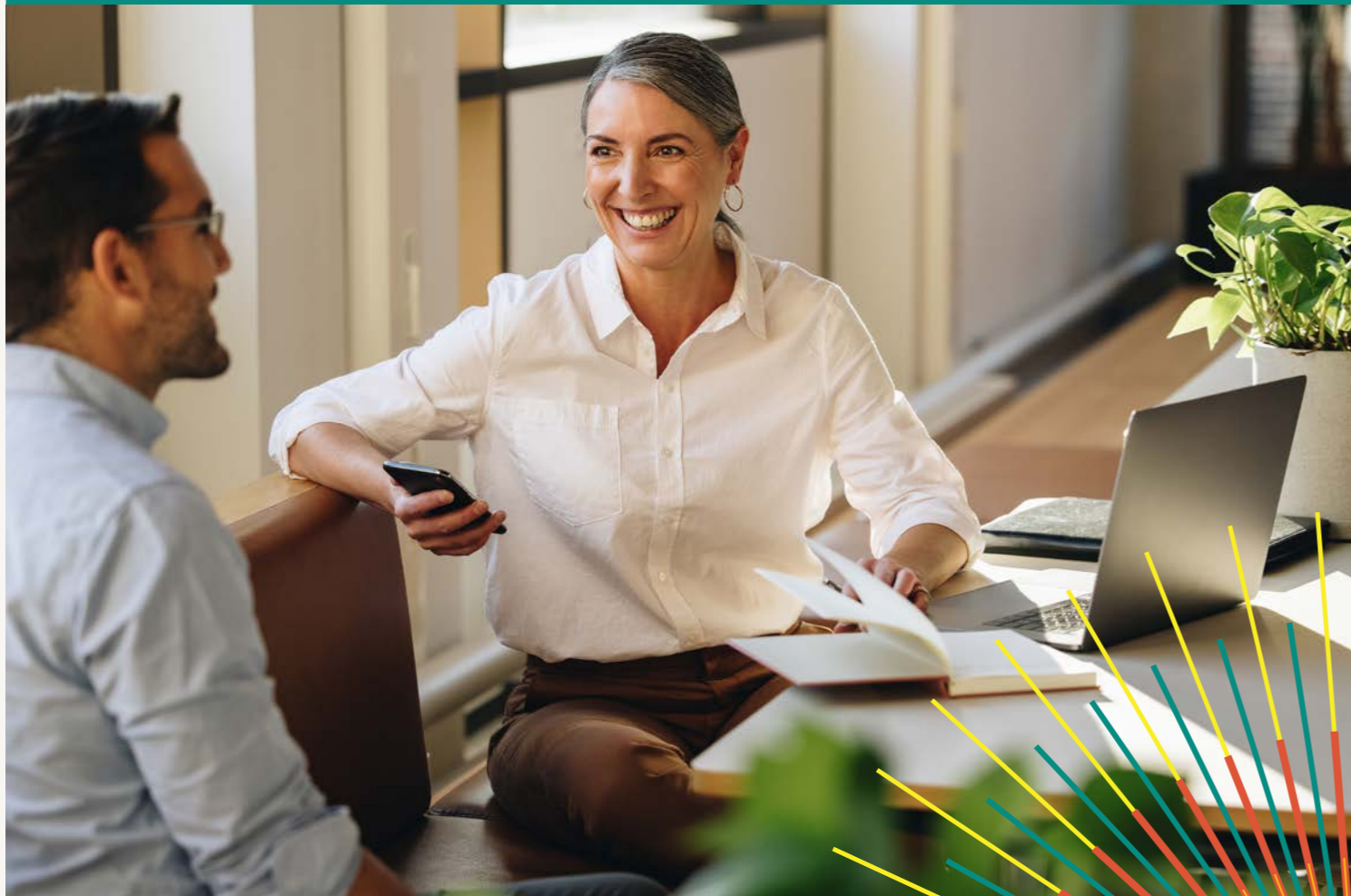
Compliments, suggestions or complaints are welcome as they guide us in delivering better services in the future.

You can choose to provide feedback directly to Claro, or via our Speak Up Hotline.

If you are dissatisfied with the way we have handled your feedback, you can contact external agencies for support.



Learn more about how to provide us with feedback



Speak up

Choose to provide your feedback directly or through Speak Up Hotline.

The **Speak Up Hotline** is externally managed by Core Integrity, an independent provider trained in dealing with complex and sensitive issues. All matters are treated in the strictest of confidence, and reporting is secure.



Provide your feedback directly to **Claro**:



Email us with your feedback



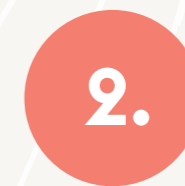
Email us
tellus@claro.com.au



Call us
1300 303 770



Easy read feedback form
An easy read version of our feedback form is available on request.



Report to our **Speak Up Hotline**:



Report online via Speak Up



Email
speakup@coreintegrity.com.au



Phone
1800 324 775



Report online
qrs.ly/ClaroSpeakUP



Report via mail
PO Box 730, Milsons Point NSW 1565

What else do I need to know?

Important things to know about your rights, responsibilities, environment and safety.



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 'We are listening' or contact 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

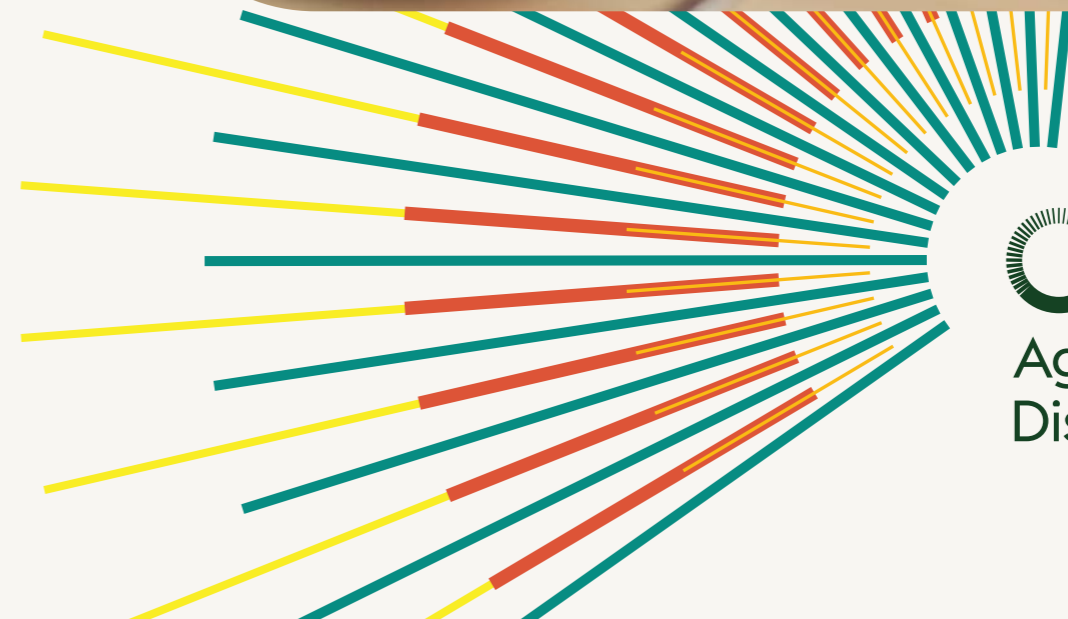
We understand that life happens, and you might need to make changes to the times we are coming to provide support. If you need to cancel a shift, please let us know 24 hours beforehand. If 24 hours' notice is not provided by you, we might have to charge you for the full cost of the shift.

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 contact us to discuss your preferences.



Claro
Aged Care &
Disability Services

Visit our website



If you have any queries, or would like to talk to someone, please don't hesitate to get in touch.



claro.com.au



intake@claro.com.au



1300 303 770



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Aged Care &
Disability Services