



# Home care Client handbook

alpha.  
NURSING  
first for nurses

# Contents

<b>Our Services</b>	<b>1</b>
<b>About Alpha Nursing</b>	<b>2</b>
<b>Accessing Home Care Services</b>	<b>4</b>
<b>Code of Conduct</b>	<b>5</b>
<b>Privacy</b>	<b>5</b>
<b>Person Centred Planning</b>	<b>6</b>
<b>Family Assistance</b>	<b>8</b>
<b>Advocacy</b>	<b>8</b>
<b>Contacting Alpha Nursing</b>	<b>10</b>
• Hours of operation	
• Service delivery	
• Changes to your services	
• Cancelling your services	
• Services delivered away from your home	
<b>Feedback or Concerns</b>	<b>12</b>
• Complaints procedure	
<b>Paying for your Care</b>	<b>13</b>
<b>Additional Information</b>	<b>13</b>
<b>Your Rights &amp; Responsibilities</b>	<b>16</b>
<b>Safety in your Home</b>	<b>18</b>
<b>Emergency Situations</b>	<b>19</b>
<b>Cleaning</b>	<b>19</b>
• Safe cleaning products	<b>20</b>
<b>Notes</b>	<b>23</b>

# Our Services

All of Alpha Nursing's home care services are designed to help you keep your independence. We offer a range of flexible care options from 1 hour during the daytime to full 24/7 in home support.

## Home Care & Nursing

We understand that continuing your independence in your own home or residence is important, which is why Alpha Nursing can provide private home carers and nurses to assist with any tasks that may be impacting on your quality of life or your ability to remain in your own home.

## Disability Support

A carer from Alpha Nursing can assist you in your home to complete any daily living and personal hygiene tasks that may be holding you back and impacting on your quality of life.

Our carers have a diverse range of backgrounds and with specialities including aged care, disability care and community care we're certain to find the right fit for you.

## Hospital in the Home

If you are returning home from a hospital stay we can help by providing a fully qualified nurse or carer to assist you with all of your post hospital care in your own home.

## Appointment & Family Outing Escorts

Don't miss out on life's most important moments. If you have a medical appointment, family outing or any other reason you need to leave the house then Alpha Nursing can help. A carer or nurse can come to you and assist you with getting ready for and attending your appointment.

## Palliative Care

We understand that remaining at home promotes a better quality of life and ensures that your loved ones feel more comfortable during this time. If you require a nurse or carer to assist with caring for your loved one Alpha Nursing can help.





# About Alpha Nursing

Alpha Nursing has been operating in Victoria since 2000 and we are proud to have built a reputation as Melbourne's most dependable nursing agency. We supply nurses and care workers to home care clients, hospitals and aged care facilities throughout Victoria.

Our core values of honesty, integrity and value drive us in delivering care. We offer a range of home care services for people wanting to remain at home including assistance with:

- Personal Care
- Tasks around the home
- Assistance with outings and appointments including social engagements
- Complex care including wound dressings and medication administration





# Accessing Alpha Nursing Home Care Services

Accessing our range of home care services is easy. Simply contact us via phone 1300 493 608 or email [homecare@alphaservices.com.au](mailto:homecare@alphaservices.com.au) to get started.

## Who can access Alpha Nursing home care services?

We can provide home care services to all private self-funded clients within our service area. For clients who are currently funded we can work with your current funding provider to deliver your care. For people who are either in or are planning to enter the NDIS, we are approved to work within the NDIS, and can work with you to ensure your plan reflects your needs.

## Meet with Alpha

An Alpha Nursing representative will meet with you and/or a family member/advocate to discuss your goals and plans, at a time and place that suits you.

You will be provided with information about your rights & responsibilities and we will ask for your consent. Our representative will also explain our range of supports, who & how to contact Alpha and identify your needs and preferences. You will be able to provide preferences about support workers at this time.

You will be provided with a service agreement, and together with your representative create a support plan. This plan will cover your goals, needs and focus on creating the best outcome for you.

## Assessing your home or residence

Your safety and the safety of our workers is important to us. We conduct a home safety assessment with you before we begin service to ensure that our workers are safe when providing care. We will notify you of any areas of concern and work with you on how best to remedy those issues.

## Service planning & rostering

Once we have completed your home assessment we will contact your funding provider (if applicable) and create the agreed service bookings. We will also provide you with a contact person you can talk to if you need to change anything. Our home care team will then select staff that match your preferences and provide you with a roster of confirmed bookings. If we cannot provide the person we have promised, we'll talk with you and let you know what has happened and what we will do to replace that person. We aim to have a small and personal group looking after you, and keep new people to the minimum.

## Feedback and review

Our home care team will ask you to provide feedback about our services after one month. This is not compulsory, however your feedback helps us to improve our services to you, your family and the community.

After 12 months we will conduct a formal review with you of the services and supports we have provided so far. Should any improvements be identified they will be implemented or you will be notified of changes you can make.

If you are a participant in the NDIS, we ask that you provide us with a copy of your revised plan every twelve months, so we can ensure that we are meeting your needs.

# Code of Conduct

Alpha Nursing staff members are not permitted to:

- accept any financial rewards or gifts, including any benefits from a client's will
- provide services to you outside those detailed in the service agreement
- offer financial advice
- operate your bank account
- act as executor to your estate
- act as Power of Attorney
- sign credit card transactions, or know your personal identification number (PIN) and online bank security details
- offer to buy anything you own.

# Privacy

We collect relevant information about you to enable us to safely provide your services in a way that meets your needs and preferences. Your information is only shared with authorised staff who have a genuine need to access this information to deliver your services.

Your information will be recorded in our information system. Privacy of client and staff information complies with the Victorian privacy laws, the Information Privacy Act 2000, the Health Record Act 2001, Commonwealth Privacy Act & Charter of Human Rights & Responsibilities Act (vic) 2006 as well as other laws that regulate the handling of personal and health information.

Alpha has a legal obligation to ensure your computer and paper records are secure and not disclosed to unauthorised parties.

We will ask you to complete our consent to share information form which allows you to choose what information we can share with other providers, e.g. physiotherapy or other service providers. You can also change your consent at any time. Your information may still be disclosed if required by law to a government body or if it is relevant to certain healthcare providers to manage your health appropriately.



# Person Centred Planning

## What is a person centred plan?

1. Your person centred plan is a way for you to tell your service provider how you want them to help you.
2. Your person centred plan will have in it the things that you want staff to do for you, things you want to learn, things that you would like to do, and the places that you would like to visit.
3. Your person centred plan will:
  - explain to service providers how they will help you to reach your goals
  - explain what your responsibilities are and what you will have to do to reach your goals
  - explain who will be assisting you to reach your goals
  - explain to you when you can expect to have finished what you set out to do

## Do all people have a person centred plan?

**Yes.** This is so that all people who are helped by Alpha Nursing can have their own programs which assist them to address their individual needs. This also ensures that we have enough staff and time to allocate to each person.

## How soon will i have a person centred plan?

Once we have agreed to provide you with assistance, the person centred plan will be the next step in the process. This is because the person centred plan tells us how to help you and what sort of services you think you'll need. You will be able to hold your first person centred planning meeting as soon as Alpha Nursing has starting to help you.

## What is meant by a person centred planning meeting?

1. The person centred planning meeting is where you, your advocate, workers from Alpha Nursing and anyone else that you think should be invited, come together to discuss the support you want, the things you want to learn and achieve that help you to live in the community.
2. You will be able to talk about the things you want to do, what things you want to learn and who you would like to live with.
3. You can also talk about the things that you do not want to happen. If there is some activity you don't like, the person centred planning meeting is one of the opportunities you have to let people know. This will ensure that it is not included as part of your program.



4. At the end of the person centred planning meeting a master plan is developed that will tell people what you want and how they can help you to achieve it. The master plan will also tell you who is responsible for making sure that all the jobs in the master plan are done. The master plan will also tell you what you have to do to reach the goals that you have set.

### **What happens if i don't attend the person centred planning meeting?**

1. If you are unable to attend your person centred planning meeting your support worker or Manager/Coordinator will try to find another time for the meeting to take place. It is very important that this meeting take place and if you are unable to attend, your support worker will attend and tell the people at the meeting what it is that you want to happen. The support worker will listen to the other people to get their opinions and comments.

2. The support worker will then tell you what happened at the meeting and let you know what the other people suggested. You can then agree to the plan or you can ask that the worker help you to make changes that you want and then take it back to the other people who were at the meeting so that they also know what you want changed.

3. Before a person centred plan can be put into action you have to agree that it is what you want. This may be something you will need to discuss with your advocate.

### **What will the person centred plan tell me?**

1. The person centred plan will tell you the type of help that you will get from Alpha Nursing and who will be providing that help. It will also tell you how that help will be provided.

2. The person centred plan will also require a date to be reviewed. It is reviewed at a meeting similar to your first meeting to make sure that everyone is following the plan properly and that you are happy with how it is going.

### **How often will i have a person centred planning meeting?**

The person centred planning meeting will normally take place every 12 months after your first meeting. A review meeting however can take place as often as you require.

### **Can my person centred plan be changed without my consent?**

**No.** The person centred plan is your personal plan and if it has to be changed, you must be involved in the process. No changes can take place without your permission.

# Family Assistance

## **Will my family be able to help me when i am receiving care from Alpha Nursing?**

**Yes.** Alpha Nursing encourages and will support families to maintain contact with you. With your permission, your family is very welcome to contact us for information and support. Your family or advocate can be involved in planning the services that you will receive through your person centred planning meeting.

## **How can Alpha Nursing help my family?**

We can help your family by:

- communicating in a way they can understand
- providing information about available services including those provided by Alpha Nursing and by other agencies
- helping to build trust and respect between staff members, families and you
- providing them with the opportunity to take part in the planning of service delivery
- creating opportunities to develop links with families
- providing assistance for them to access counselling and support services
- providing them with access to effective complaint procedures
- assisting them to access advocacy services where available

# Advocacy

## **What Is An Advocate?**

An advocate is a person who will listen to you, help you to make decisions about what should happen in your life and help you to make those decisions work by speaking on your behalf. An advocate makes sure that people that provide support to you, respect your rights and will speak out for you if your needs are not being met as has been agreed. An advocate will also make sure that services like Alpha Nursing give you the best possible service.

## **Who Can Be An Advocate?**

You can ask anyone you know well and trust to be your advocate. Normally an advocate is:

- a friend you trust
- a member of your family
- a person from a formal advocacy service or government funded organisation such as the Office of the Public Guardian

## **How can Alpha Nursing help me with advocacy?**

If you want someone to act on or speak on your behalf, we will help you find an advocate.

## **Will my advocate be a worker from Alpha Nursing?**

The advocate would not normally work for Alpha Nursing. There may be times when we will act as an advocate for you with other services. It is usually best however if the person you choose as an advocate does not work for Alpha Nursing. This is to ensure that the advocate is independent and works in your best interests at all times.

## **How can Alpha Nursing help my advocate?**

1. Alpha Nursing will with your permission provide your advocate with all the information they need to ensure that we and any other service providers are acting in your best interest.
2. Alpha Nursing will work closely with your advocate and involve that person in the planning of services that will be provided for you.
3. Alpha Nursing will ensure that its staff members understand the role of an advocate and will also promote the use of advocates as a support person for people who receive services from our organisation.
4. Alpha Nursing will ensure that your advocate is invited to:
  - consultation meetings
  - person centred planning meetings and reviews
  - any other relevant meetings or conferences

## **What would happen if my advocate and Alpha Nursing disagree about something?**

We will always give the advocate the opportunity to discuss problems or concerns they may have. If your advocate still has concerns that cannot be resolved by us, your advocate will be informed of the complaint process and also of agencies that have a responsibility to make sure that Alpha Nursing does its job properly. One such agency would be the funding body, Ageing, Disability and Home Care.



# Contacting Alpha Nursing

**Phone:** 1300 493 608

**Email:** [homecare@alphaservices.com.au](mailto:homecare@alphaservices.com.au)

**Website:** [www.alphanursing.com.au](http://www.alphanursing.com.au)

## Hours of Operation

Alpha Nursing's Home Care office operates between **09:00 and 16:00, Monday to Friday** excluding public holidays. Our Allocations team is able to help with roster enquiries and are available from **05:30 and 23:00 7 days per week.**

## Service Delivery

Our services are provided as required by you. We will discuss your needs and develop a care plan around this when you become an Alpha Nursing client. A staff roster will be developed for you based on your preferences and availability of staff in your area.

## Changes to your services

You may make changes to your appointments, including cancelling your service at any time. We do ask that you please provide as much notice as possible. If our worker is unable to attend we will replace them and advise you of the change as soon as possible prior to your shift.

If we are unable to find a suitable replacement we will contact you to make alternative arrangements.

## Cancelling your services

To cancel your services you need to contact our home care team and advise them of your plan to cancel your services. As with any changes to your planned visits we appreciate as much notice as possible.

## Services delivered away from home

If you decide to travel or you will be residing at a different location temporarily we may be able to continue to deliver supports to you. Depending on the location you will be staying a new home safety assessment may need to be completed to ensure that the location is safe for workers. We also have trusted providers interstate who we can refer you to.

Please contact our home care team as soon as possible to plan how we can continue service delivery with as little disruption as possible to your current schedule.



# Feedback or Concerns

We value your feedback about our services. This information helps us to provide a better service to you. If you have feedback about our service, we encourage you to complete our feedback form included at the back of this book and return it to us, alternatively you may speak to one of our staff members:

- Care Worker or Nurse
- Home Care team member
- Community Care Manager
- Operations Manager or CEO.

All feedback will be managed in a confidential manner and only discussed with people who have authorised access. Complaints will be kept confidential and separate to your health record.

## Complaints procedure

1. Talk to your usual staff member to see if you can come to a resolution.
2. If there is no solution you can contact the coordinator of your service who can help with coming to a resolution.
3. If you still have unresolved concerns, you can write to the coordinator of your service who will refer your complaint to our senior management team. They will get in touch with you within 10 working days of receiving your complaint.
4. If you are still not satisfied, your complaint will be referred to the CEO of Alpha Nursing who will respond to you within 7 working days of receiving the complaint.
5. If you are still not satisfied with the response you are then able to seek advice from outside of the organisation, including your funding provider.

## Some independent organisations that may be able to help you are:

### Health Complaints Commissioner

30th Floor, 570 Burke Street Melbourne, 3000. Telephone 1300 582 113 or visit [hcc.vic.gov.au](http://hcc.vic.gov.au)

### Aged Care Complaints Commissioner

GPO Box 9848, Melbourne 3000. Telephone 1800 550 552 or visit [www.agedcarecomplaints.gov.au/raising-a-complaint/lodge-a-complaint/](http://www.agedcarecomplaints.gov.au/raising-a-complaint/lodge-a-complaint/)

### Victorian Disability Services Commissioner

Level 20, 570 Burke Street, Melbourne 3000. Telephone 1800 677 342 or visit [www.odsc.vic.gov.au/making-a-complaint/how-to-make-a-complaint/](http://www.odsc.vic.gov.au/making-a-complaint/how-to-make-a-complaint/)

### Victorian Privacy Commissioner

Level 11, 10-16 Queen Street Melbourne 3000. Telephone 1300 666 444 or visit [www.privacy.vic.gov.au](http://www.privacy.vic.gov.au)

If you are not sure who is the right person to talk to, please call the Health Complaints Commissioner and they will be able to direct you to the right agency. If you are a participant in the NDIS, please call the Victorian Disability Services Commissioner.



# Paying for your Care

## **Private home care clients**

Alpha Nursing will provide you with an invoice each week for the previous weeks services which is due within 7 Days.

All private clients will need to provide a credit card as security, however you may choose to pay by electronic funds transfer or bank deposit should you choose.

## **Funded clients**

We will deal directly with your funding provider to arrange for payment. You will not be charged any unexpected additional out of pocket charges by us. If you would like to purchase any additional care, please speak to a member of our home care team.

## **NDIS Participants**

Payment arrangements will be part of your plan, and will be discussed with you prior to care starting.

# Additional Information

Additional information is available by contacting Alpha Nursing directly, using the telephone number listed in your Service Agreement. We will attempt to identify other services that may be useful to you and you are always welcome to suggest any that you would like us to contact on your behalf.

Information about other services and programs in the community can be found through:

### **My Aged Care**

The My Aged Care Contact Centre on 1800 200 422 or visit [myagedcare.gov.au](http://myagedcare.gov.au)

### **HACC Program for Younger People**

If you are under 65 and living with a disability not covered by the NDIS, the HACC program for younger people information page is a great source of information. visit [www2.health.vic.gov.au](http://www2.health.vic.gov.au)

Enquiries about HACC Program for Younger People services can be made at any of the 385 service providers located across victoria. A good starting point is your local council.

Your local Department of Health & Human Services divisional offices can also assist you with information about the program and the services in your area as well as information about funding arrangements and the complaints management procedures. The department does not directly provide services or assess people for eligibility.

## **Contacting HACC Divisional Offices**

East Division Health - (03) 9843 1710

North Division Health - (03) 9412 5403

South Division Health - (03) 8765 7548

West Division Health - (03) 5333 6011

The following organisations offer HACC Program for Younger People services and can answer queries about the program.

- Local councils are major providers of services throughout Victoria. Most councils provide a comprehensive needs assessment and can arrange referrals if needed.
- Community Health Centres provide physiotherapy, podiatry and other allied health services. The Community Health Directory has details about finding a persons nearest community health centre.
- In regional Victoria, the local hospital or community health centre is generally a provider of home nursing. The department's divisional office has contact information for these providers.

Organisations that provide services specifically for aboriginal people, and people with culturally and linguistically diverse backgrounds, provide some HACC Program for Younger People services and can offer referrals for other types of services. The department's divisional offices have contact information for these organisations.







# Your Rights & Responsibilities

**As a home care client you have the right to:**

## **1. General**

- a) to be treated and accepted as an individual, and to have my individual preferences respected
- b) to be treated with dignity, with my privacy respected
- c) to receive care that is respectful of me, my family and home
- d) to receive care without being obliged to feel grateful to those providing my care
- e) to full and effective use of all my human, legal and consumer rights, including the right to freedom of speech regarding my care
- f) to be treated without exploitation, abuse, discrimination, harassment or neglect

## **2. Participation**

- a) to be involved in identifying the community care most appropriate for my needs
- b) to choose the care and services that best meet my assessed needs, from the community care able to be provided and within the limits of the resources available
- c) to participate in making decisions that affect me
- d) to have my representative participate in decisions relating to my care if I do not have capacity

## **3. Care and services**

- a) to receive reliable, coordinated, safe, quality care and services which are appropriate to my assessed needs
- b) to be given before, or within 14 days after I commence receiving care, a written plan of the care and services that I expect to receive
- c) to receive care and services as described in the plan that take account of my lifestyle, other care arrangements and cultural, linguistic and religious preferences
- d) to ongoing review of the care and services I receive (both periodic and in response to changes in my personal circumstances), and modification of the care and services as required

## **4. Personal information**

- a) to privacy and confidentiality of my personal information
- b) to access my personal information

## **5. Communication**

- a) to be helped to understand any information I am given
- b) to be given a copy of the Charter of Rights and Responsibilities for Home Care
- c) to be offered a written agreement that includes all agreed matters
- d) to choose a person to speak on my behalf for any purpose

## 6. Comments and complaints

- a) to be given information on how to make comments and complaints about the care and services I receive
- b) to complain about the care and services I receive, without fear of losing the care or being disadvantaged in any other way
- c) to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern

## 7. Fees

- a) to have my fees determined in a way that is transparent, accessible and fair
  - b) to receive invoices that are clear and in a format that is understandable
  - c) to have my fees reviewed periodically and on request when there are changes to my financial circumstances
  - d) not to be denied care and services because of my inability to pay a fee for reasons beyond my control
- Responsibilities.

## As a care recipient you have the following responsibilities:

### 1. General

- a) to respect the rights of care workers to their human, legal and industrial rights including the right to work in a safe environment
- b) to treat care workers without exploitation, abuse, discrimination or harassment

## 2. Care and services

- a) to abide by the terms of the written agreement
- b) to acknowledge that my needs may change and to negotiate modifications of care and service when my care needs do change
- c) to accept responsibility for my own actions and choices even though some actions and choices may involve an element of risk

## 3. Communication

- a) to give enough information to assist the approved provider to develop, deliver and review a care plan
- b) to tell the approved provider and their staff about any problems with the care and services

## 4. Access

- a) to allow safe and reasonable access for care workers at the times specified in my care plan or otherwise by agreement
- b) to provide reasonable notice if I do not require a service

## 5. Fee

- a) to pay any fee as specified in the agreement or negotiate an alternative arrangement with the provider if any changes occur in my financial circumstances
- b) to provide enough information for the approved provider to determine an appropriate level of fee

## (Aged Care Act, Schedule 2 User Rights Principles)

# Safety in your Home

Whilst we are providing workers to you in your home your home is considered a workplace for our staff under the Victorian Occupational Health and Safety Act 2007

You have a duty under the law to make sure that our staff can work safely in your home. We will work with you to ensure that your home is safe, however some things that you can do to assist us are:

- notifying us of any unsafe areas in your home immediately
- participating in safety assessments of your home
- helping to fix any hazards identified around the home through a home care safety assessment
- ensuring your pets are controlled when workers are in your home
- providing a smoke free working environment
- providing a workplace for staff that is free from racial, sexual, physical or emotional abuse
- treating our staff with dignity and respect
- telling our staff if you are unwell or unable to do things in the way you normally would
- telling us if your doctor has diagnosed you with a short term infectious illness
- Informing us if you or another member of the household is having chemotherapy and/or using cytotoxic medications
- providing cleaning equipment that is suitable and well maintained
- providing safe chemicals – See safe chemicals list
- ensuring that your mobility equipment and other items you need for independence are in your home and available, well maintained and enable us to provide care safely.

A safety check will be conducted prior to your first service and we will discuss and risks that are identified with you.

There may be times where certain tasks cannot be done due to a potential risk to you or the worker and may remain unavailable until the risk is addressed. In this case we will work with you to towards finding other ways to assist you.



# Emergency Situations

Our Care Workers have a duty of care to help you and have procedures to follow if there is an emergency situation in your home or you don't respond to a planned or scheduled visit.

Our care workers are trained to make you comfortable in the event of an emergency and seek immediate assistance by either dialling 000 for an ambulance and / or phoning your service coordinator. Your emergency contact person may also be contacted.

Your Service Coordinator will attempt to contact you via telephone and if unsuccessful, will call your nominated emergency contact for further advice. You are able to make a different arrangement in case we cannot contact you, and we will ask you when we make your plan what you would like us to do if we cannot find you.

We will not enter your property without your permission and if we are concerned about your welfare, the police can be called to gain access to your premises to make sure you are not injured and unable to seek help.

## Cleaning

So that we can provide a safe working environment for both you and our workers, we ask that you:

- Supply all recommended equipment and cleaning products
- Maintain all equipment in a safe condition for use
- Ensure that all rooms to be cleaned are uncluttered and accessible to the home support worker.

### **Mop and Bucket**

Mop must be lightweight with adjustable handle and must also not require hand wringing. The Vileda mop and bucket is a good example.

### **Vacuum Cleaner**

The vacuum cleaner should be lightweight with functional castors and an expandable wand. The head should be working and have both a hard and soft floor function. Vacuum cleaners with bags should be disposable bags and not reusable and must have good suction. Vacuum cleaners should be stored in an easily accessible area.

### **Sponges**

You will need to ensure that you have enough sponges so separate areas of your house have their own sponge. e.g. bathroom, toilets, kitchen etc. We do this to ensure that your home is kept as clean as possible.

### **Toilet brush with long handle**

# Cleaning

## Unsafe cleaning equipment

- Steam mops
- Mops & buckets that require hand wringing
- Ladders
- Electrical equipment that is faulty or has frayed electrical cords
- Feather dusters

## Cleaning Products

All cleaning products must be provided by you, and must be in original containers with a clear label and manufacturer instructions displayed on the container. Any unlabeled products or products in a different container to what the manufacturer provided cannot be used.

Below is a list of suitable cleaning products. They are all available in supermarkets. Try to purchase pump packs rather than aerosol dispensers when available

- All Earth Choice cleaning products
- Jiff
- Vinegar
- Bicarb soda
- Sugar soap
- Shower power
- Palmolive / Morning Fresh dishwashing liquid
- Windex
- Duck toilet liquid

You are NOT restricted to these products, however our workers **MUST NOT USE**

- Any product containing bleach, chlorine or ammonia.
- Aerosol cans (e.g. Mr Sheen)
- Caustic & Non Caustic oven cleaning products (e.g. Mr Muscle)
- Homemade or mixed cleaning solutions whether labelled or unlabelled
- Examples of brand names that are not Worksafe include
  - White King, Domestos
  - Exit Mould
  - Easy Off Bam
  - Mr Muscle Oven Cleaner, Draino

Your care worker will assist you in identifying any unsafe products or cleaning equipment in your house.

# Please tell us about your experience

How was your overall experience with Alpha Nursing? (please circle)



1 2 3 4 5 6 7 8 9 10



What was the reason you gave us this score?

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Do you have any suggestions for improvement?

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Do you have any compliments about us or our staff?

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Your details

Yes, I would like a response

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_













**Alpha Nursing**

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