

Companion, Support Works and Carers Policy

The Ballarat Aquatic and Lifestyle Centre values the role of carers and paid support workers make in the lives of people in the community. Often the term carer is used to describe a range of relationships between the person requiring support and the person providing the support. The Ballarat Aquatic and Lifestyle Centre utilises the definitions provided in the Carers Recognition Act 2012 as noted below.

Carers

The Carers Recognition Act came into effect on 1 July 2012 and officially recognises care relationships and the role of carers in our community. The Act includes a set of principles about the significance of care relationships, and specifies obligations for state government agencies, local councils, and other organisations that interact with people in care relationships.

The Act defines a carer as someone who provides care to another person and includes carers under the age of 18. Carers can provide care for a person who:

- Has a disability
- Has a mental illness
- Has an ongoing medical condition or
- Is an older person with care needs

The Carers Recognition Act 2012 specifies that a person is not in a care relationship for the purposes of this Act if he or she provides care to another person:

- a. Under a contract of service or a contract for the provision of services; or
- b. Under an employment contract; or
- c. While doing voluntary work for a community organisation; or
- d. As part of the requirements of an education course or training

Paid Support Workers

Paid Support Workers are paid staff who provide support and care for people who

- Have a disability
- Have a mental illness
- Have an ongoing medical condition or
- Is an older person with care needs

Paid Support Workers may be employed through a range of service providers and community organisation and may be providing support to an individual or group of individuals. Under the NDIS the person with a disability maybe self-managing their

funding and therefore be the direct employer of the Individual Support Worker. Typically Paid Support Workers have been employed to assist the person meet their individual goals such as maintaining their health and wellbeing by attending the Gym or pool. Paid Support Workers have a specific duty of care to the person they are supporting and are subject to the code of conduct, occupational health and safety, and other policies of the employing agency as well as the relevant Ballarat Aquatic and Lifestyle Centre policies and procedures including but not limited to the Terms and Conditions.

Companion Card

Ballarat Aquatic and Lifestyle Centre respects that Companion Card promotes the rights of people with a disability, who require a companion, to fair ticketing at events and venues. Companion card is a national program administered by the state you live in. The Companion Card is for people with significant permanent disability who can demonstrate that due to the impact of the disability they are unable to attend most community activities or events without attendant care, and that need is life-long. The Companion Card is not intended to be used to enable other business operators such as personal trainers, fitness instructors or allied health permission to operate their business from Council facilities without prior consent from the facility manager.

It is the expectation that Carers and Paid Support Workers will provide care and supervision for the person or people they are attending BALC with at all times.

- Carers and Paid Support Workers are not to undertake their own workout or complete exercises during visit
- Mobile phone use is to be kept to a minimum
- Carers and Paid Support Workers are not to leave the person they are supporting in the Health Club on their own during their workout. Should this be a necessity, please first speak to the staff member on duty
- Carers and Paid Support Workers are not to interfere with the use of the facility and equipment by other patrons

Terms & Conditions

Admission

- A valid Companion Card entitles the cardholder's companion to free entry when accompanying the cardholder.
- The cardholder must hold a valid membership, visit pass, or pay the applicable entry fee.
- Companions do not have independent access rights.
- Agency Support Workers must display identification (uniform or badge).

Use of Facilities

- The companion or support worker's role is strictly to assist the cardholder with personal care, supervision, and participation.
- They may not use facilities for personal exercise, swimming, or classes unless the relevant fee is paid.
- Access is provided solely for assistance purposes.

Verification

- Companion Cards must be presented at each visit.
- Misuse of the card may result in refusal of entry.
- Agency Support Workers must display identification.

Programs and Services

- Where bookings are required, companions or support workers may attend at no cost if their role is limited to assisting the cardholder.
- If they wish to participate for personal benefit, separate booking and payment are required.