



Southern Cross Care
(Tas.) Inc.

Home & Community Services Handbook



Helping you keep your health, your wellbeing, your lifestyle
and your independence at home and in the community.

Contents

Welcome to Southern Cross Care.....	2
Our Mission, Vision And Values.....	3
Our Services.....	4
Aged Care Quality Standards.....	6
Charter Of Aged Care Rights & Our Responsibilities.....	8
Your Home & Community Services Package	10
Who is Eligible?.....	10
Find the Right Package for You	11
Work out the Cost.....	14
Accepting Your Package	16
Beginning Your Services.....	17
Your Support Team.....	18
Responsibilities, Privacy & Confidentiality	20
How to Cancel or Withdraw Your Agreement.....	20
Comments, Complaints & Feedback	23
Contact Us.....	24

Welcome to Southern Cross Care Tasmania

Welcome to Southern Cross Care (Tas.) Inc., where every person has an important part to play in delivering individualised and tailored services, and where your wishes are at the centre of the services we provide.

Southern Cross Care Tasmania is a not-for-profit organisation. We are Tasmania's leading aged care provider and one of the State's largest employers, with over 1,400 full and part-time employees.

‘Our Home & Community Services Packages support you with your daily living activities to maintain your independence and ability to live at home.’

Our Home & Community Services Packages support you with your daily living activities to maintain your independence and ability to live at home, and to help you remain connected to your community. We make this possible through individually planned and coordinated Home & Community Services packages.

We work as a team; you and your family together with Southern Cross Care staff and any other relevant person you wish to include. You may also like to involve someone who speaks the same language as you. We can arrange for an interpreter to be involved in the planning of your support services.

This handbook provides more information on the program and its services, your Support Team, and your rights and responsibilities.

If you have any questions about Southern Cross Care's support services, please do not hesitate to contact your closest Home & Community Services office.

Warmest wishes,

The Southern Cross Home & Community Services Team

Our Mission

To demonstrate the love of Christ by providing a range of aged care services which meet the needs of people in our Tasmanian community.

Our Vision

To be recognised as a leading provider of aged care services and an employer of choice in Tasmania.

Our Values

In the Spirit of Christ and in the tradition of the Catholic Faith, we value:

Integrity

- We look for the good in all people and recognise the contribution of individuals as we work together.
- We demonstrate honesty and trustworthiness in all that we do.
- We are conscientious and ethical in our decision making and take responsibility for our own actions.

Respect

- We believe in the sanctity of life and that each life is unique and has special individual worth and dignity.
- We recognise and respect individuality and diversity. We treat all people with courtesy and respect regardless of gender, ethnic background, religious belief or economic circumstances.
- We manage our resources wisely to minimise the impact on the environment.

Compassion

- We respond willingly and positively to help meet the needs of those around us.
- We promote a sense of belonging and community.
- We demonstrate and foster empathy and sensitivity towards residents, clients, their families, our colleagues and the whole community.

Our Services

Residential Care

Southern Cross Care has residential aged care homes across Tasmania. Our facilities are warm and welcoming, as are our staff and volunteers.

As everyone is different and peoples' needs change, we use a person-centred approach to ensure your goals are met. Our clinical and lifestyle care and services are delivered by highly qualified and committed staff who respect and value older people.

All our facilities provide palliative support and dementia care, if required.

Home & Community Services

Southern Cross Care's reputation and experience in maintaining quality of life and independence in your own home and out into your community is widely recognised.

Experienced local staff understand the complexities of the various funded programs and the importance of individually tailored support to ensure you receive the right assistance at the right time. You are not alone, as caring and expert help is close by to keep you feeling comfortable and connected in your home and community.

Lifestyle Villages

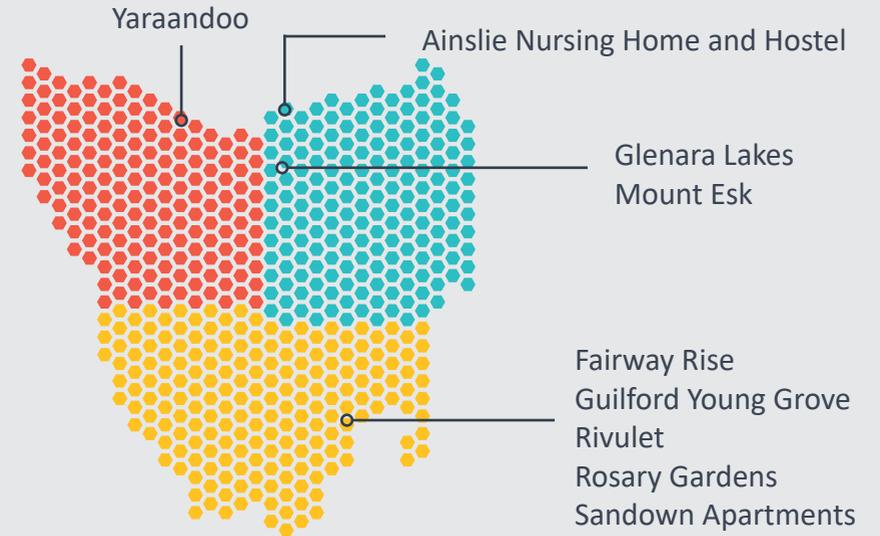
Lifestyle Village life is for those who want to get the maximum out of life with the minimum of worries. Southern Cross Care have a range of Lifestyle Village options across Tasmania where residents can enjoy the safety and security of a supportive, close-knit environment. Residents can also make the most of the social opportunities and entertainment that living in a community of like-minded older Tasmanians provides.

Home & Community Services + Residential Aged Care

Home & Community Services North-West

Home & Community Services North

Home & Community Services South



Lifestyle Villages

- Ainslie House Chalet
- Ainslie House Launceston
- Ainslie House Low Head Villas
- Ainslie House Westbury
- Glenara Lakes
- Yaraandoo Villas
- AA Lord Retirement Village
- Fairway Rise Lifestyle Village
- Grange Villas
- Guilford Young Grove
- Saint Canice
- Springhaven Lifestyle Village
- Taroon Villas

Aged Care Quality Standards

All Australian Government-funded aged care providers need to meet Aged Care Quality Standards.

The eight Quality Standards focus on quality outcomes for care recipients, and aim to make it easier for care recipients, their families, carers, and representatives to understand what to expect from services.

Everything we do at Southern Cross Care Tasmania not only aims to deliver services that meet these standards, but to deliver services that exceed expectations. If you have any questions about the Aged Care Quality Standards or would like to learn more about them, visit www.agedcarequality.gov.au

-  **Standard 1**
Consumer dignity and choice

-  **Standard 2**
Ongoing assessment and planning with consumers

-  **Standard 3**
Personal care and clinical care

-  **Standard 4**
Services and supports for daily living

-  **Standard 5**
Organisation's service environment

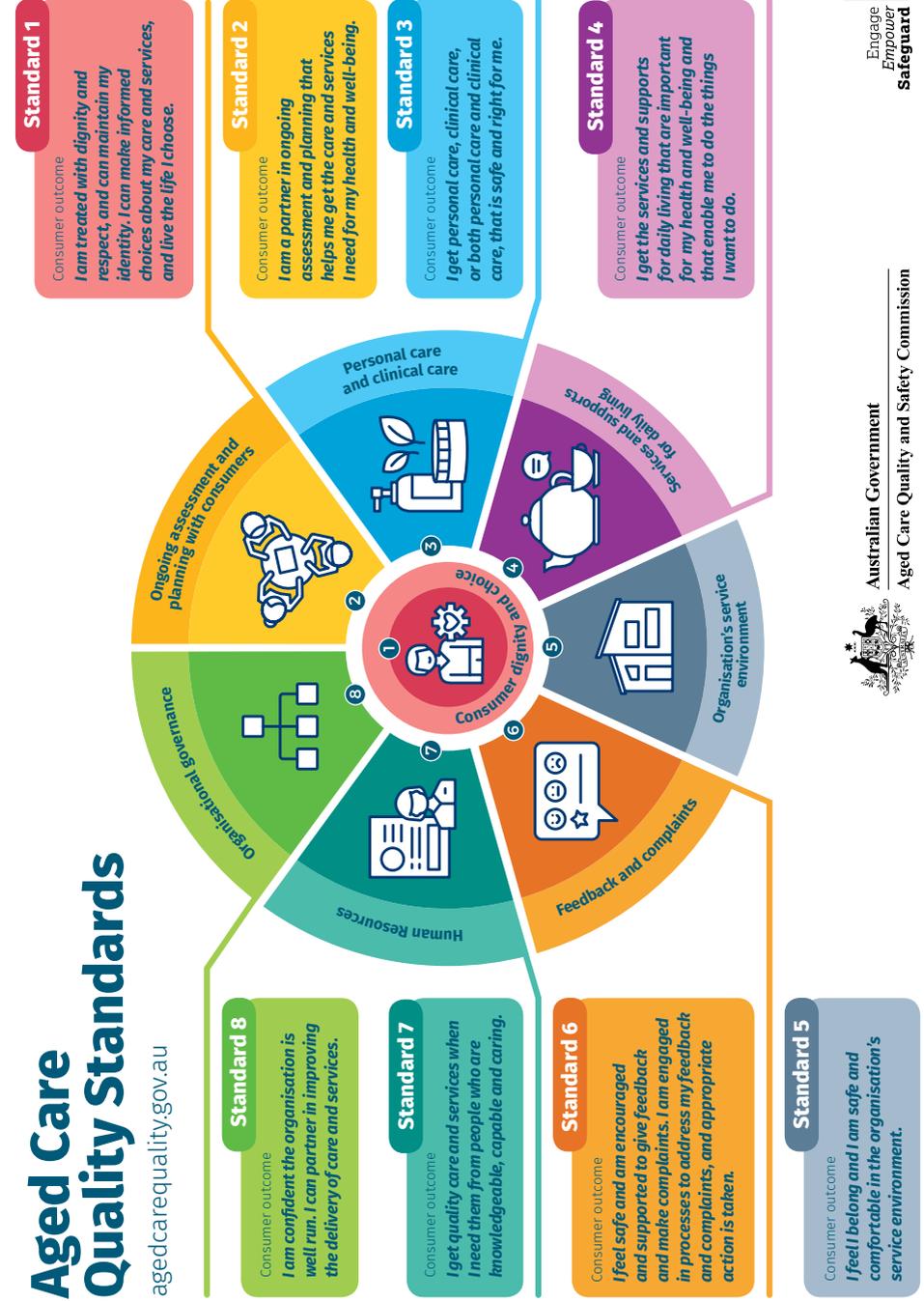
-  **Standard 6**
Feedback and complaints

-  **Standard 7**
Human resources

-  **Standard 8**
Organisational governance

Aged Care Quality Standards

agedcarequality.gov.au



Charter of Aged Care Rights

The Charter of Aged Care Rights describes your rights as a consumer of Australian Government funded aged care services. As of 1 July 2019, a new Charter of Aged Care Rights was implemented which provides the same rights to all care recipients, regardless of the type of Australian Government funded aged care and services they receive. The Charter of Aged Care Rights is made under the Aged Care Act 1997.

The Aged Care Charter of Rights booklet will be provided in your Home Care Package pack.

Charter of Aged Care Rights - I have the right to:

1. safe and high-quality care and services
2. be treated with dignity and respect
3. have my identity, culture, and diversity valued and supported
4. live without abuse and neglect
5. be informed about my care and services in a way I understand
6. access all information about myself, including information about my rights, care and services
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risks
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs, and possessions
9. my independence
10. be listened to and understood
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly
13. personal privacy and to have my personal information protected
14. exercise my rights without it adversely affecting the way I am treated.

Everybody involved in the delivery of your care must respect your rights.



*Supporting
Your Wellbeing*

The Process

The process of accessing a Home & Community Services Package can be simple if you follow these steps:

1. **Check your eligibility**
2. **Find the right package for you**
3. **Work out the costs**
4. **Accept a Package**
5. **Begin your Home & Community Services**

The assessment and support planning process focuses on optimising health and well-being in accordance with your assessed care needs, goals and preferences. Your Support Coordinator will help you understand what care or services you can charge to the package and to help you decide which services are right for you. During the support planning process, your Support Coordinator will also consider any assistance you already have in place, such as carers, family members, local community, and other services.

1. Who is Eligible?

To find out if you are eligible for a Home & Community Services Package, you will need to be assessed by an Aged Care Assessment Team (ACAT). This assessment will determine whether you have high or low-level care needs.

ACAT's are an Australia-wide service and are based in hospitals and the local community. The assessments are free and can be done in your own home.

The ACAT will also determine whether you are eligible to receive Australian Government subsidised aged care services.

An ACAT will:

- assess and approve your eligibility for home care
- provide you with information about home care services in your local area
- help you access the care you need
- help you access residential respite care if needed.

The ACAT will approve you as eligible for either low-level (Level 1 or 2 package) or high-level care (level 3 or 4 package). You will receive written confirmation to advise you of the assessment outcome, the level of care you are eligible for and an overview of that care. It's important to make sure you keep a copy of these documents.

2. Finding the Right Package for You

Each person is unique with different goals and aspirations. Finding the right support at the right time can be confusing and daunting. Our experienced Support Team will help you to review the many options you have and guide you on your journey to remain independent and connected to the things that you value most.

Southern Cross Care delivers Home & Community Services packages under the Consumer Directed Care model. This model recognises that each person is unique. It offers self-selected, flexible, and personalised support where and when you need it, to stay independent and remain in the comfort of your own home.

This model of care gives care recipients choice, flexibility, and control over:

- the types of services they receive
- how services are provided
- who provides services and when they are provided.

Your goals and aspirations may include assistance with everyday tasks and getting out and about, or more focused on clinical help and assistance. The possibilities are endless and the choices are yours.

Home Care Package (HCP)

Southern Cross Care is an approved provider of Australian Government HCP's. These packages support care recipients living in their own home to maintain their independence through individually planned and co-ordinated packages.

Veterans Home Care

Veterans Home Care services are specifically for veteran's who would benefit from some help with everyday living.

Commonwealth Home Support Program

These programs offer Government funded low-level support to provide flexible respite for older people so that their carers can take a break.

Private Fee for Service

Private Fee for Service offerings are services above and beyond what is covered in a Government supported package and can be booked on demand regardless of whether you have a supported package or not.

Package Levels

There are 4 levels of Home Care Packages. From Level 1 for Basic Care Needs to Level 4 for High Care Needs.

The levels are:

- Level 1 — Basic Care Needs
- Level 2 — Low Care Needs
- Level 3 — Intermediate Care Needs
- Level 4 — High Care Needs.

Your Support Coordinator will work with you to choose the services that best suit you and help you get the best out of your home care package.

National Priority System

There is a lot of demand for Home Care Packages. There is a possibility you may need to wait for a while before a package becomes available.

We prioritise people that have been approved for a package on the National Priority System, based on:

- their assessed priority for home care (either medium or high priority)
- the date of their approval.

You can choose to be assigned an interim package while you wait for a package at your approved level. This means you can start receiving some of your services sooner. As soon as your full package becomes available we will let you know and automatically upgrade your package to the approved level.

You can use Home Care Package funding to provide:

- personal care, such as help with showering and hygiene
- communication support, such as help with using a phone or hearing aids
- dietary support, such as help with nutrition and preparing meals
- skin care, such as bandages and dressings
- continence care, such as disposable pads, commode chairs, and bedpans
- mobility support, such as crutches, handrails, wheelchairs, and bed rails
- support services, such as cleaning, gardening, and transport
- social support, such as help to take part in social activities out in the community and access emergency services
- care management, such as reviewing agreements and making sure services are suitable
- clinical care, such as nursing, medication management, podiatry, physiotherapy and hearing services
- home maintenance, such as replacing tap washers and changing smoke alarm batteries
- minor home modifications, such as easy access taps, shower hose or bath rails.

You cannot use Home Care Package funding to pay for: (for example)

- items that would usually be paid for with general income, such as household bills and other basic living expenses
- food, unless it is part of enteral feeding needs
- permanent accommodation costs, such as mortgage payments or rent
- home care fees
- home modifications or capital items that are unrelated to care needs
- travel or accommodation for holidays
- entertainment, such as club memberships or tickets to sporting events
- gambling
- services or items covered by Medicare or the Pharmaceutical Benefits Scheme
- fees or charges for other types of care that the Australian Government fully or partly funds.

3. Working out the Cost

At the first meeting with your Support Coordinator, as you are planning and choosing services for yourself, your Support Coordinator will offer information about fees and charges for each of these services. Together you will develop your plan and the package budget, which includes the cost of all your services.

An individualised package budget sets out the funds available in a person's Package and how you will spend the funds. It states the funds provided by the Australian Government and how this money is used on services to meet your goals and care needs. It lists income and planned spending, and may include an amount for emergencies and unplanned services.

Your monthly statements show the funds available in your package, how the funds are being spent, and the amount of unspent funds.

Income-Tested Care Fee

Some people are required to pay a contribution for their services, depending on their income. This extra amount is known as an Income-Tested Care Fee and is determined by the Australian Government.

Centrelink works out the Income-Tested Care Fee based on an assessment of your financial situation. Please note that if you are a member of a couple, half of your combined income is considered in determining your income-tested care fee, regardless of which partner earns the income. The assessment does not include the value of your home or any other assets.

You can only be asked to pay an Income-Tested Care Fee if you have a yearly income above the aged care pension.

There are annual and lifetime caps that apply to the Income-Tested Care Fee. Once these caps are reached, you cannot be asked to pay any more Income-Tested Care Fees.

For additional information and exact thresholds please go to the Department of Social Services website, www.myagedcare.gov.au

Supplements

In addition to Home Care Package funds, there are some additional funds available to people who are living with dementia, are oxygen dependent, or require enteral feeding. There is a Veterans Supplement for veterans with an accepted mental health condition. Your Support Coordinator can assist you with supplement funding options, and advise your funding eligibility.



*Supporting
Independence*

4. Accepting Your Package

Under Section 56.2 of the Aged Care Act, Southern Cross Care is required to make an offer to enter into a home care agreement with you.

Your care package must be agreed upon by you, your representative if applicable, and your Support Coordinator. You have the choice to sign this agreement and we encourage you to do so as it creates a clear understanding of our relationship.

After you have signed the support plan and the agreement you will receive a copy for your records.

Under certain circumstances, another person representing you can sign the agreement on your behalf. In this case, we request proof of the legal power that person has to make such decisions. The agreement asks for your consent to Southern Cross Care's sharing of relevant information with other service providers, in particular when a referral for additional services has to be made.



*Supporting
Communities*

5. Beginning Your Services

Once your support plan is set and agreed upon, you will be ready to start receiving your home care services. You will receive a schedule with the days and times that your home care services will be provided. Our Support Workers will then begin providing support services for you in your home and in the community. They will help you achieve your goals as set out in your support plan.

Southern Cross Care may need to set up a subcontractor or another arrangement to provide a service to you if we cannot supply it to you directly. If this is the case, you will be informed of this need and advised of any extra costs this service may incur.

Occasionally you may not have enough funds in your budget to cover all services needed. If this occurs and you agree, a Fee For Service provision can be included to top-up services in your care package. If you are interested in Fee for Service or would like more information, please speak with your Support Coordinator.

Your Plan

Your Support Coordinator will monitor your progress and will stay in contact through regular visits and telephone calls. It is important the plan covers all your needs and wishes, so you can reach your personal goals. When there are changes to your support plan, your services and/or times will be adjusted to suit you.

A formal review of your support plan will be conducted regularly, or when your needs change or you request a change. Changes to your support plan will take into consideration others who may provide services to you, your relatives, or other relevant people.

Your Support Team

Your Support Coordinator

Your Support Coordinator is the first point of contact if you have any questions concerning your Home & Community Services. As a support receiver, you have complete control over your package and plan, and your Support Coordinator will provide relevant information to help you make your choices and decisions. Your Support Coordinator will work with you to create your home care agreement, support plan, and individualised care budget. They will also monitor and review your plan to make sure it continues to meet your needs over time.

Advocacy and your Support Coordinator

An advocate is someone who stands beside you and works solely on your behalf and at your direction. Your Support Coordinator may advocate on your behalf, however you are encouraged and empowered to advocate on your own behalf. Your Support Coordinator's role in advocacy may involve:

- speaking, acting, or writing on your behalf
- legal guardianship
- providing support and encouragement to exercise your rights.

Your Roster Coordinator

The Roster Coordinator organises Support Workers who come to work with you. When there are any rostering changes, they will let you know. It is important to let the Roster Coordinator know when you do not want services, or to alter the time and date of a service. If you cancel a service with less than 24 hours notice a cancellation fee will be charged, except when you are in hospital.

Your Support Workers

Your Support Workers are the individuals who directly provide your services to you. You may have different Support Workers for the different services you receive. While every attempt is made to maintain consistency of your Support Workers, you will likely be involved with at least two or three workers over time.

*Supporting
Connection*



Support Receiver's Responsibilities

All people involved in aged care – care recipients, their families, carers, visitors and the aged care workforce – must respect and be considerate of each other.

You should be mindful of the effect your behaviour may have on others. We ask that you always keep the rights of others as well as your own in mind.

At times, your needs may compete with the needs of other care recipients, family members or your care team. When this occurs, the care receiver and the service provider need to communicate openly and honestly about these competing rights and work together to come to a solution.

Non-Response to a Scheduled Visit

When developing your service plan, we discuss some “what if’s” with you. One is what we would do in a situation where a Southern Cross Care worker attends your home for a scheduled visit and there appears to be no-one home. To ensure your safety as best we can, your Support Coordinator will develop an action plan with you in case of such an event happening.

If you know that you will not be home during a scheduled visit, please contact either your Support Coordinator or Roster Coordinator to advise them, giving as much notice as possible to avoid late cancellation charges.

How to Cancel or Withdraw Your Agreement

If you have registered for Home Care and you wish to withdraw or cancel your agreement, it is required you advise Southern Cross Care in writing. An Exit Fee as described in your agreement is payable to Southern Cross Care.

Privacy and Confidentially

Under the Privacy Amendment Act 2001 we will take all reasonable steps to protect the confidentiality of your information.

Your Support Coordinator will keep your personal file in a secure locked office. An electronic version of your personal file will be kept on a password-

protected computer system. You may, if you so desire, see your information on request to the Privacy Officer of Southern Cross Care.

If you need additional services, we may need to make a referral to another service provider. This may require your Support Coordinator to provide some of your personal information to assist in the referral process. We only disclose your personal information with your written or verbal consent.

Southern Cross Care care receivers will have their right to privacy and confidentiality respected.

In relation to personal information, as a minimum standard we ensure that:

- we collect only the information we need for a specified primary purpose
- we ensure that the person knows why we collect it, how we handle it, and how we use it
- we disclose it only for the primary or a directly related purpose, or for another purpose with the person's consent (unless otherwise authorised by law)
- we store it securely, protecting it from unauthorised access
- we provide consumers with access to their own information upon request, and the right to seek its correction.

For more details, please ask your Support Coordinator for a copy of Southern Cross Care's Privacy Policy.

The collection and sharing on information is governed by the following legislation:

The Commonwealth Privacy Act 1998

Personal Information Protection Act 2004 (Tas)



*Supporting
Each Other*

Comments, Complaints & Feedback

If you wish to notify us of any changes, or if you are experiencing difficulties while receiving services, we encourage you to contact your Support Coordinator in the first instance.

If a situation cannot be adequately resolved, you have the right to lodge a formal complaint with the General Manager Business- Home Care in writing. Southern Cross Care will respond to a complaint within three working days of it being received by the Executive Manager Home and Community Services.

Any comments or complaints about services or access to a service will be dealt with fairly, promptly, confidentially and without retribution.

If necessary, you may choose a person to speak on your behalf or who can assist you in your dealings with Southern Cross Care. If no solution can be found and you wish to take matters further, you may contact The Aged Care Quality and Safety Commission. The Commission provides a free service for anyone who wishes to make a complaint about an Australian Government funded aged care service.

You can phone the Aged Care Quality & Safety Commission on 1800 951 822.

Contact Us

Southern Cross Home Care North

Ph. (03) 6343 4057

Email. scc.communitycare@scc.org.au

Southern Cross Home Care North-West

Ph. (03) 6424 4921

Email: scc.communitycarenw@scc.org.au

Southern Cross Home Care South

Ph. (03) 6282 5411

Email: scc.communitycares@scc.org.au

After Hours Calls

If you need to notify Southern Cross Care of a change or cancellation of a visit, please call the office number and leave a message. If you wish to speak to your Support Coordinator, leave a message and they will call you on the next working day.

