# Client Handbook Home Care Packages







Feel right at home.





## Feel right at home.

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## **Contact information**

## South

85 Creek Road New Town, TAS, 7008

PO Box 815 Moonah TAS 7009

Tel: 03 6185 0700

scctas.org.au
In an emergency call 000

## North

3 Pattison Avenue Youngtown TAS 7250

PO Box 1227 Launceston TAS 7250

Tel: 03 6351 5151

## **North-West**

69 Best Street Devonport TAS 7310

PO Box 152 Devonport TAS 7310

3 Alexander Street Burnie TAS 7320

Tel: 03 6454 0020

My Support Coordinator/Case Manager is:

## **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 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:

## 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.

## Integrity

- We look for the good in all people and recognise the contribution of each individual 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.



## **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
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

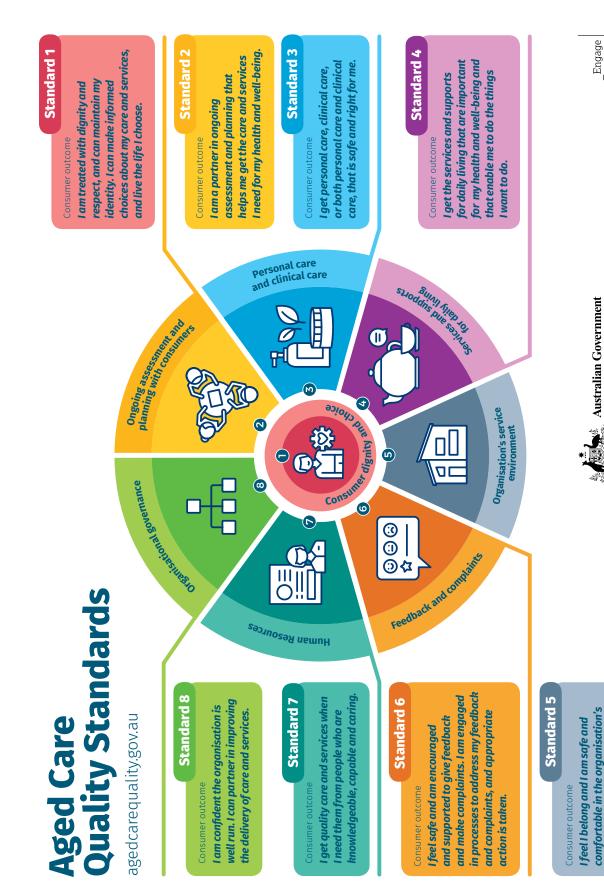
Human resources



## Standard 8

Organisational governance

## Feel right at home.



Engage Empower Safeguard

Aged Care Quality and Safety Commission

service environment.



## Your Home Care Package

A Home Care Package is a flexible coordinated bundle of care and services to help you live in your home as long and independently as possible. The Aged Care Assessment Team have assessed that you are eligible for one of the four levels of Home Care Packages.

Level One: basic care needs

Level Two: low-level care needs

Level Three: intermediate care needs

Level Four: high-level care needs

The care we deliver is in accordance with the aged care quality standards in line with the Consumer Directed Care (CDC) model. This model gives you control over your care with greater choices about the types of care and who delivers the care. You also decide the level of involvement you wish to have in managing your package. This may vary from full involvement in the co-ordination of care and service, to a less active role in decision making.

You will have an individual budget combining the funds from the Commonwealth subsidy and your contribution (should you make one) towards the cost of your care to ensure the best range of services to meet your needs.

Our staff will codesign with you about your care, working towards your goals in achieving wellness and staying at home longer. Another focus of CDC is to foster reablement through identifying interventions which will assist you to maximise independence, choice and quality of life. The aim is to minimise the support you require by helping you to do the things that you want to do helping you remain as independent as possible. This includes support for you to actively participate in the community around you.

In other words, we will be asking you to think about aspects such as "What are the things a package could do to enhance your quality of life and improve your independence? What would really make a difference? What goals do you have that we could help you to achieve? What would help you to stay at home as independently as possible?".

Thinking about these things will enable you to discuss how you would like to tailor your package to best meet your objectives. This will then be developed into a plan of care which is flexible, and which can change as your care needs change.

## Support Coordinators/ Case Managers

You will have a dedicated Support Coordinator or Case Manager, based on the level of your package. The Support Coordinator/Case Manager will regularly visit you to ensure the services you receive continue to be timely and appropriate and to review your Support Plan with you. You can request a visit with your Support Coordinator/Case Manager at any time to review your Support Plan. The Support Coordinator/Case Manager can be contacted by both office and mobile phone numbers. The office numbers are as follows. When the Support Coordinator/ Case Manager visits you, they will provide you their Business Cards with their mobile phone numbers on them.

**South:** 03 6185 0700

North: 03 6351 5151

North West: 03 6454 0020

## **Consumer rights**

Southern Cross Care (Tasmania) Inc. upholds the Department of Health and Aged Care and the Aged Care Quality and Safety Commission's Charter of Rights, which is included in this booklet for your information.

In addition, as recipients of Southern Cross Care Home Care, you have the right to:

- Be involved in deciding what care is most appropriate for you.
- Be given enough information to help you make informed choices about the care you receive.
- Be given a written Support Plan of the services you receive. This plan will be reviewed regularly and as your care needs change or as you request change. The plan will be altered in consultation with you.
- Receive services that take account of your lifestyle, cultural, linguistic, religious and sexual preferences.
- Be able to take part in social activities and community activities as you wish.
- Be treated with dignity and have your privacy respected.
- Complain about the services you receive without fear of losing them or being disadvantaged in any way.
- Choose a person to speak on your behalf for any reason.



## **Consumer responsibilities**

When you receive a Home Care Package you have a responsibility to:

Responsibility	What this means
Talk to your provider and give them the right information	<ul> <li>Give providers the information they need to properly deliver care and services.</li> <li>Talking to your providers and sharing your information gives your provider the bigger picture about you.</li> <li>By doing this you are at the centre of your own aged care services in helping the provider deliver safe, quality, culturally appropriate care best suited to you.</li> <li>Information you may like to share could include:</li> <li>Up to date information about you</li> <li>Any problems you have with your provider about care and services.</li> </ul>
Pay fees on time	Pay your home care fees on time as agreed in your home care agreement.  If you cannot pay your fees on time, discuss with your provider to find a resolution.
Treat others with respect	<ul> <li>Maintain a safe place for home care providers to work. Any kind of violence, harassment or abuse towards staff or others is not acceptable. Everyone who is a part of your aged care journey including you, the home care providers, aged care staff, families, carers and visitors must be respectful and considerate to each other.</li> <li>Make sure your pets are away when home care providers are delivering care and services to you.</li> <li>Do not smoke near staff.</li> </ul>
Home Care Agreement terms and conditions	Home Care Agreements have terms and conditions that set out the rights and responsibilities of the provider and the care recipient.

Home Care Packages Program Manual for Care Recipients – January 2023

## **Declining a request**

You are supported and encouraged to make informed choices about the types of services to be provided and the provider of those services, however in some circumstances SCC may not be able to accommodate your preferences. All requests will be considered however sometimes it is not possible to accommodate all requests. Some examples of declining a request are:

- If the request means that SCC would not be able to comply with its responsibilities under aged care legislation or other Commonwealth or state laws.
- If your requested service provider does not have or will not enter into a subcontracting arrangement with SCC.
- Situations where you may want to go without necessary clinical services (resulting in a possible compromise of your health and/or wellbeing) to "save" for a more expensive non-clinical service
- The cost of the service/item is beyond the scope of the available funds for the package and you do not wish to meet these costs.
- If the request is included in the list of excluded items as determined by Legislation such as 'cost of entertainment activities such as club memberships and ticket to sporting events, home modifications or capital items that are not related to the care recipient's needs, use of package funds as a source of general income for the care recipient'. A list of exclusions including hiring or purchase of equipment can be found on the My Aged Care website and is detailed in the Home Care Package Program Manual.

## **Privacy and confidentiality**

All reasonable steps will be taken to protect and keep your information confidential as far as legally possible and within the bounds of the Australian Privacy Principles in the Privacy Act Amendment (Enhancing Privacy Protection) 2013, subsequent amendments to that Act and the Australian Government Privacy Principles.

Personal details and care information will only be used to meet your needs and will only be provided to hospitals, doctors, allied health professionals or other service providers who may need the information for ongoing care and service provision.

## Health and safety

Southern Cross Care (Tasmania) Inc. Home Care Programmes aim to provide you with the support necessary for you to lead as independent a lifestyle as possible. However, the right to a home-like environment and the choice to take some personal risk should not place our support workers at risk of injury or ill health.

To help ensure a healthy and safe environment for all parties, you and your family are requested to:

- Contribute your ideas on Workplace Health & Safety issues to your Support Coordinator/Case Manager.
- Understand that all Southern Cross Care (Tasmania) Inc. policies and processes are designed with the well-being of both you and our care staff in mind.
- Acknowledge that from time-to-time activities and routines may need to



be adjusted to take into account the Workplace Health & Safety needs of Support Workers.

- Acknowledge that all employees have the right to a healthy and safe working life and, therefore, should not be expected to place themselves at risk of injury or ill health as a result of their employment activities.
- Appreciate that Workplace Health & Safety considerations may mean that not all requests for services can be accommodated immediately or as expected or preferred. This may mean that modifications critical for the provision of some aspects of the service may be required before all requested services can be fully provided.
- Appreciate that our carers have the right to a workplace free from discrimination and abuse.

## **Pets**

If you own a dog, we ask that your dog be restrained or moved to another area of the house while our staff are in your home. As some people have allergies to other animals such as cats or birds, please inform the staff of any animals that are present in your home.

## **Support workers**

Support Workers allocated to you are selected based on skill, experience and mutual compatibility. However, if problems do occur, please contact your Support Coordinator/Case Manager so that we may find a resolution without delay.

We cannot guarantee a particular worker for your service but will endeavour to send a regular worker from within your preferred worker group. Situations such as staff annual leave, illness or other circumstances may result in a change of Support Worker. You are assured that a comprehensive handover will be given to ensure continuity of care from your regular Support Worker.

- All staff will ensure you are treated with respect and dignity.
- All staff wear identification badges and a uniform for your security.
- All staff will respect your personal property (e.g., only handling or using your property with your permission).
- Staff will not bring other people or pets to your home while delivering a service without permission.
- Staff will be timely and punctual.
   Sometimes there may be an unavoidable alteration to your regular visit time.
   This will only occur in situations where your Support Worker is early due to the unavoidable cancellation of a previous client or an unavoidable delay. Naturally we will endeavour to inform you of any alterations to service times but occasionally this may be unavoidable.
- Support Workers will refer any issues

or concerns regarding changes to your health, to your Support Coordinator as soon as possible after the event to ensure prompt action is taken.

 While all care will be taken when handling your personal possessions, sometimes unavoidable accidents may result in damage to your property. It is expected that your insurance will cover any damage accidentally incurred. SCC cannot accept liability for any breakages or damage to property by our staff when attending to the tasks requested in your home. Where practicable, SCC suggests you request items of sentimental value or those that would be expensive to replace not to be handled by our staff.

# What our home or garden maintenance service workers can provide

Home or Garden Maintenance is a basic service to maintain a safe home environment.

We request you to please be present when the home maintenance officer visits. Please ring the Home Care office in your region if they are unable to be present on the dates or time allocated and if given a few days' notice, the visit may be able to be rescheduled. In some circumstances, you may need to make your own private arrangements if an urgent job cannot wait until the home maintenance officer can attend or it is a service that we don't provide. See below.

# What our maintenance service CAN provide:

- General maintenance e.g., making paths safe, fixing a door, replace a tile
- Minor garden maintenance including weeding, pruning and lawn mowing
- Brush cutting to reduce the hazards of fire and snakes etc.
- Weed spraying (annual)
- Pruning of fruit trees (annual)
- Cleaning of gutters (annual)
- Minor household repairs
- Tank filters
- Changing light globes
- Changing fire alarm batteries (batteries supplied at your cost)
- Window cleaning inside and out (annual)

# What our maintenance service CANNOT provide:

- Electrical work (e.g., power point repairs)
- Plumbing (other than basic operations)
- Chopping and stacking wood and kindling
- Mulching garden beds
- Emptying trailers
- Carrying big bags of mulch, soil or potting mix

You should seek private contractors for trades work, rubbish removal and chain sawing.



# What our support workers can provide

## Cleaning

The cleaning duties and the area of the house to be cleaned will differ from person to person and will be determined by the initial assessment, usually bedroom, bathroom and living rooms are included.

## What our support workers CAN provide:

- Clean floors
- Vacuum floors
- Clean windows as far as can be reached without climbing
- Clean bath
- · Clean and disinfect toilet
- Wash dishes
- Clean fireplace and set fire
- Make bed and change linen
- Do washing and hang out laundry
- Dust and tidy if you are unable to perform this duty
- Assistance with meal preparation

#### **Extra Duties:**

- Defrost refrigerator
- Tidy cupboards
- Shopping
- Taking you shopping
- Phone calls
- Posting letters
- Reading and writing letters for you if you are partially blind or have other disability, where no voluntary services are available

# What our support workers CANNOT provide:

- Polish furniture/floors
- Gardening
- Wash curtains and heavy blankets
- Tasks involving climbing or moving heavy furniture or objects
- Clean ceilings or walls
- Cleaning up after pets
- Reaching above shoulder height
- Using stepladders
- Work pertaining to guests, boarders, or non-eligible family members.
- · Removal of hard rubbish
- Moving heavy furniture unless it is on castors and/or assistance is available.
- Taking your laundry home
- Washing floors on hands and knees
- Using harsh chemicals such as powerful disinfectants or bleach
- Support Workers will be unable to provide transport to you unless it is part of your Support Plan
- If you are unable to manage medications safely for any reason, then your Support Coordinator/ Case Manager will discuss this with you to find a solution.
- The Support Worker is not able to attend complex wound dressings or treatments.
   This is the role of the Registered Nurse,
   Enrolled Nurse or Doctor. Please discuss this with your Support Coordinator/Case Manager

- Support Workers may not operate or handle any medical equipment, e.g, syringe driver, feeding tube, catheter etc. without express permission or instruction from the Support Coordinator/Case Manager.
- It is preferable that Support Workers do not handle your money when shopping or banking is needed. However, there are inevitably times when this is necessary so, please discuss this with your Support Coordinator/Case Manager

## **Commencement of services**

Services will commence within 2 weeks of signing your home care agreement or as agreed with you. We do ask that with all transport requests, to please inform the office as soon as possible of your requirements and dates. This will increase the likelihood of us being able to meet your specific needs.

## Visit times

We aim to schedule your services at a time that suits you and this will be discussed between you and your Support Coordinator/ Case Manager at your initial meetings. Although we cannot always guarantee a set time, we will endeavour to schedule in your preferred time frame. You will be notified of any time changes however please contact your Support Coordinator/Case Manager at any time to check times if you are unsure.

## **Support plans**

A support plan is a document that outlines: a person's home care needs, the services they will receive to meet those needs, who will provide the services and when. An individual support plan will be negotiated with you to reflect your needs and aspirations within your budget. This will change as your care needs change and will be reviewed regularly with you.

## Home file

On admission to a Home Care Package, you will receive a Southern Cross Care (Tasmania) Inc. folder containing:

- · Client information brochure.
- A copy of your signed Southern Cross Care (Tasmania) Inc. Contract.
- A Support Plan containing details of the services you have agreed to.
- Contact telephone numbers.
- Any other relevant documentation



# If you are not at home for a scheduled visit

The staff member will try any alternative entrance to see if you answer. They will then ring your phone to try and contact you. If there is no answer, they will ring the office who will ring your house again. If there is still no response, we will then contact your nominated next of kin or nominated key holder to ascertain your whereabouts.

If it is expected that you should be at home the Support Coordinator/Case Manager will attempt to ascertain your whereabouts by contacting other appropriate contacts such as friends or neighbours (where nominated by you).

If there is no satisfactory solution and it is determined that you may be in the house and at risk, the Support Coordinator/Case Manager will ring the police to obtain access to the house and be there for their arrival.

If you require alternative arrangements to this process, please inform your Support Coordinator/Case Manager who will record the specific details of your wishes.

## Services during your absence

Support Workers are not permitted to enter your home or property when it is unattended, except in the case of an emergency and then only when accompanied by another person. The other person should be the Support Coordinator/ Case Manager or their deputy, a member of your family or a police/ambulance officer.

Regular services such as housework may only be provided while you or another person you designate is present.

## Temporary suspension of services

- You may request that services be temporarily suspended at any time for any reason on a temporary basis. This includes hospital leave, respite care, transition care or social leave.
- Your tenure will not be affected as long as you advise your Support Coordinator/ Case Manager that you are taking leave and the period for which you anticipate the leave will cover. SCC will take the necessary steps to ensure that your package is placed on hold.
- The Department of Health and Aged Care has determined that 'Services must not be delivered if a client has taken leave from their package'. This includes gardening services.
- If you pay the agreed Basic Daily Home Care fee, it will be payable while you are on leave with the exception of Respite Care and Transition Care leave.

## Feel right at home.

- If it has been determined by the Department of Health and Aged Care that that you are required to contribute the Income tested Care Fee, this will be payable for the first 28 days leave. After this time Services Australia will determine the fee to be paid for further leave. You will be notified of this fee by Services Australia and a copy of the letter will be sent to SCC.
- There is a hardship provision by application to Services Australia if the payment of an Income Tested Fee during suspension will cause financial hardship.

# Temporary cancellation or change of services

Sometimes you may find it necessary to cancel or change services due to other engagements. We ask that you give as much notice as possible in this event so that we can reallocate the support workers to other clients.

Please ensure all changes are to be communicated through the office and not with your support worker.

If there is less than 24 hours' notice of a visit cancellation given, the full charges for the planned visit will be incurred. For visits cancelled with more than 24 hours' notice, no charge will be incurred.

## **Equipment**

If required, your Support Coordinator/Case Manager will assist with referrals to allied health services such as a physiotherapist or occupational therapist to identify the most appropriate equipment for your needs.

It is not possible to reimburse the cost of items you have self-purchased as SCC requires the equipment to be assessed and approved by an Allied Health professional prior to purchase.

Any equipment purchased through the home care package is considered to be your property and therefore any servicing of the equipment will be your responsibility. It is also your responsibility to maintain adequate levels of insurance for any accidental damage or loss of the equipment.

## **Transport**

Support Workers may provide transport to you in their own vehicle if this is part of your agreed plan of care and the cost per kilometre will be itemised as part of your budget. Parking fees will however be your responsibility to cover whilst out doing shopping or errands with your Support Worker.

Taxi vouchers or reimbursements for independent travel are available when it forms part of your negotiated plan of support. Naturally this cost comes from your individual budget.

Support workers are not permitted to transport persons under the age of 18 without specific preapproval which will only be granted in exceptional circumstances. Preapproval can only be granted by the Home Care Team Leader/Executive Manager.



# Costs when accompanied by a support worker

SCC is committed to supporting you with social activities however costs incurred by staff members such as meals, refreshments and admission to entertainment venues are not included in your home care package budget and will need to be covered by you.

# Family members as community support workers

Employing a family member as a Support Worker in many instances can compromise the service provider/recipient relationship in the areas of confidentiality, complaint procedures, supervision of the Support Worker and accountability for service quality.

For these reasons, SCC will not employ a family member to provide care for your ADMISSION TO RESIDENTIAL CARE

If you are receiving services through Southern Cross Care (Tasmania) Inc. Home Care, you will have priority for admission to Southern Cross Care (Tasmania) Inc. facilities if this is your preferred option. This is of course dependent upon vacancies, and you will need to meet the usual eligibility criteria, including Aged Care Assessment Team assessment. Your Support Coordinator/Case Manager can assist you in obtaining information regarding residential care if this is an avenue you wish to pursue.

## **Medication management**

- Blister packs or other medication aids may be necessary to enable you to selfadminister the right medication in the right dose at the right time.
- Your Support Coordinator/Case Manager can arrange this after consultation with you, your GP and Pharmacist. The cost of the blister pack can be included in your Home Care Package budget.
- If difficulties with medications are being experienced, your Support Coordinator/ Case Manager must be informed promptly. Your Support Coordinator/ Case Manager will then work with you to find a suitable solution.

## **Advance care directives**

An Advance Care Directive is a way to record your wishes so that, if you are too unwell to understand your medical treatment choices, or communicate what you want, your wishes will still be respected. If you have not discussed your wishes with family or friends and have not written down anything to guide them, they may not know what you would want them to do. If you complete an Advance Care Directive, you may save your family stress if an emergency should happen. Your Support Coordinator/ Case Manager can provide extra information for you if you require it.



## **Keys**

Support Workers are not permitted to accept a key to your house. If required, arrangements may be made for the installation of a key safe device. Please chat with your Support Coordinator/Case Manager so that suitable arrangements can be made.

## **Gifts**

We strongly discourage any gift giving to our staff. Although your right to make such gifts is respected, it is not always in the best interest of either you or the staff.

It is important that you and/or your family are not made to feel that gratitude is expected. We therefore request that you:

- Do not offer individual staff members gifts or money.
- If you wish to convey special thanks, we ask that you limit this to a card, letter or email.

## Witnessing legal documents

No Southern Cross Care Home Care staff member is permitted to witness the signing of a will or any other legal document.

## **Smoking**

Support Workers are not permitted to smoke cigarettes whilst on duty, for the same Workplace Health & Safety reasons that we request you not to smoke indoors when the Support Worker is present. Services may be withdrawn if you do not comply with the non-smoking request.



# Complaints, compliments and feedback

Southern Cross Care (Tasmania) Inc. is committed to continually improving its services for you. We will seek your feedback on a regular basis by asking you to complete a questionnaire, which will help us improve our services.

As a client you have every right to make a complaint or to criticise the services received without fear of reprisal.

Complaints are viewed by Southern Cross Care (Tasmania) Inc. as a mechanism for improvement and there is a formal complaint process in place to ensure resolution and feedback is provided to you. This is available on request.

A form for raising complaints is included in this handbook. Additional copies are available for your use on request. You are of course not limited to this form. You could raise the concern or complaint verbally, in writing, in an email or in whatever manner you choose.

You are assured of confidentiality and fair and equitable treatment during the complaint process.

Any issues or concerns can be discussed with the Southern Cross Care (Tasmania) Inc. Support Coordinator/Case Managers as soon as possible after the event to ensure prompt resolution or, you may of course contact the Team Leader in your Region.

**South Team Leader:** 03 6185 0700 **North Team Leader:** 03 6351 5151

North-West Team Leader: 03 6454 0020

or the Deputy Executive of Integrated Services, on 0407 310 153 or via email at hcs@scctas.org.au

Another avenue is the Aged Care Quality and Safety Commission which is a free call number –1800 951 822. The Website is www.agedcarequality.gov.au

## **Advocacy services**

Advocacy can speak for you, defend or support you when you feel unable to. This can involve speaking, acting or writing on behalf of you to ensure there is no abuse or misuse of your basic human rights. "Advocacy Tasmania Inc." can be contacted via the details below.

## T. 1800 005 131 advocacytasmania.org.au

## **COTA Tasmania**

COTA Tasmania (Council on the Ageing) has been the voice of older Tasmanians for over 50 years.

COTA Tasmania has a strong role in policy and advocacy that affects older Tasmanians across the State. COTA also run Free Legal Advice Sessions for Older Tasmanians.

T. 03 6231 3265 E. admin@cotatas.org.au cotatas.org.au

# OPAN (Older Persons Advocacy Network)

The Older Persons Advocacy Network comprises nine state and territory members organisations that have helped thousands of people just like you to work through issues with their aged care.

OPAN offers free, independent and confidential support and information to older people seeking or already using Australian Government-funded aged care services across the nation, along with their families and carers.

They can give you or an older person you know the advice to find the right aged care services for you, help you understand and exercise your rights and stay connected to the people you care about.

## T. 1800 700 600 opan.org.au

# Guardian and administration board

Anyone with a genuine concern for the welfare of a person who is incapable of making his or her own decisions such as someone with a disability, dementia, an acquired brain disability or psychiatric disability, can make an application to the Public Guardian. Their main role is to determine if a guardian or an administrator should be appointed to make relevant decisions for that person.

# T. 03 6165 3444 or 1800 955 772 publicquardian.tas.gov.au

## **Cancellation of services**

You may terminate the service at any time with 14 days' notice. Reasons for termination should be discussed with your Support Coordinator/Case Manager. There is a formal process of actions when transferring to another provider and your Support Coordinator will provide you with a My Aged Care Fact sheet on request.

SCC may terminate services to you with 14 days' notice. This will only occur after extensive meetings and discussions with all parties involved, consultation with ACAT(Aged Care Assessment Team)and liaison with residential care or other service providers where appropriate or requested.

Services may also be terminated if you do not meet your responsibilities as described in the 'Charter of Care Recipients' Rights and Responsibilities – Home Care' for a reason within your control such as not paying the fees.

Whenever possible, alternative methods of service provisions will be organised prior to termination of service. Termination of services will not prejudice future provision of service to you.

If care needs exceed the budget a new Support Plan will be negotiated which will identify the highest priority of care needs available within your budget. This may include arranging another ACAT(Aged Care Assessment Team) assessment.



## **HCP** budget information

## **Budget tool**

The Support Coordinator/Case Manager will formulate a budget with you on the initial visit. This enables you to decide together with the Support Coordinator/Case Manager exactly how you would like to structure your budget within the available combined income. You will then have an individual budget combining the Commonwealth funding for your level of package and your agreed fee contribution.

The expenditure plan will be grouped into three broad categories:

- Care management services
- · Package management services; and
- Service and support provision and/or purchasing.

#### Costs

The Schedule of fees for common services is included in your Agreement. A full schedule of specialised care and services will be given to you on admission for your convenience and is also available on our website. SCC has a policy of being open and transparent with all fees and charges – there are no hidden charges.

Business costs such as administration, office related costs, insurance and marketing are included within the price for care and services.

## **Care Management services**

This category will include the costs of:

- Initial assessment.
- Set up costs for new Clients.
- Case coordination and management.
- Providing a point of contact for you and your support network
- Identifying and addressing risks to your safety
- Scheduling of services
- Arranging allied health consultations
- Acting on behalf of the client when negotiating with third parties
- Monitoring care
- Care planning and reviewing
- Formal reassessments
- Documentation and ongoing case notes
- Liaison with people you have agreed to such as family members, GP's etc.
- Advice and arranging essential supplies such as continence products

Care management may be provided in different ways including face to face or by phone or email.

#### **Package Management services**

This refers to the cost for preparing monthly statements, managing package funds and compliance and quality assurance activities required for home care.

## Viewing the budget

The budget can be viewed, and a hard copy provided at any time on request and will be used when discussing any changes to services. It will clearly identify all of the total funds expended and the balance currently available including any unspent funds carried over from prior periods. The budget can also be emailed to your nominated address.

## Home care supplements

The Commonwealth Government provides additional funding to Home Care Package consumers in recognition of extra costs that may be incurred due to certain medical conditions or those living in rural or remote areas.

#### These include:

- 1. The Dementia and Cognition supplement in Home Care
- 2. The Veterans Supplement in Home Care
- 3. Oxygen Supplement
- 4. Enteral Feeding Supplement
- 5. Viability Supplement in Home Care for those living in rural and remote areas

After consultation with your Support Coordinator/ Case Manager and an assessment by our Clinical Care Coordinator or a Registered Nurse, we (SCC)will then submit an application to Services Australia to determine your eligibility for this supplement. The second, third and fourth are determined by your Support Coordinator/Case Manager.

The Viability Supplement will depend on your location and will be determined by the Government. You will notice this appears on your statement as additional income under a heading of Home Care Viability Supplement.

## **Fee reviews**

As a general rule SCC does not charge a basic daily care fee, however this can be discussed with your Support Coordinator/ Case Manager should you wish to contribute towards your package to increase the services you receive

## **Billing and payments**

A monthly statement will be provided to you which will clearly show all income and expenditure as well as the balance of available funds which will carry over from month to month and year to year. This statement can be provided in hard copy or email, whichever is preferred.

Your contribution, should you have one, will be billed on a monthly basis.

It is expected that the account will be paid promptly and preferably by direct debit. There is no cost associated with this. Forms will be supplied by the SCC Support Coordinator/Case Manager. Payment via direct debit is SCC's preferred payment method.

There will be NO collection of fees in cash by the Support Workers.



## **Appendix: Costs for Home Care Packages**

The Commonwealth Government sets the subsidy and supplements for Home Care Packages. You may be assessed to pay the means tested Income Tested Care Fee, and consequently, the subsidy paid by the Commonwealth to provide your care will be reduced by the amount of income-tested care fee you have been assessed to pay. Any fees you pay will go into your budget as income to provide your care.

There are two care fees determined by the Government associated with Home Care Packages:

- a basic daily care fee of up to 17.5% of the single basic Age Pension. It varies depending on your Home Care Package Level. This is voluntary.
- an income-tested care fee if your income is over a certain amount i.e. not a recipient of the full aged care pension.

## Basic daily care fee

Southern Cross Care (Tasmania) Inc. does not require this fee to be paid. It is entirely voluntary and is available should you wish to top up the package value to allow you to receive additional services.

## Income tested care fee

Depending on your income, the government may request you to contribute more to the cost of your care. This extra amount is known as an 'income-tested care fee'. The income-tested care fee is based on an assessment of your financial information. The assessment does not include the value of your home or any other assets.

# This fee is not determined by SCC and is not negotiable.

An income tested care fee estimator is available for use on My Aged care website **myagedcare.gov.au/how-much-will-i-pay** or complete a paper-based Income Assessment Form.

Alternatively, have all your financial information ready and available and call Centrelink on 1800 227 475 to do this assessment over the phone to get an estimate of the costs you will be expected to pay. Once you have this verbal information you will still have to complete a paper-based form for submission.

There are annual and lifetime caps that apply to the income-tested care fee. Once these caps have been reached, you cannot be asked to pay any more income-tested care fees. These caps are indexed on 20 March and 20 September each year and the current figures are available on the My Aged Care Website. The cap amounts that apply to you are those that are current when you reach them, not those that were current when you entered care.

## **Financial advice**

It is always recommended that you consult a financial adviser about your finances.

## **Provisions for financial hardship**

If you believe you will face financial hardship in paying your aged care costs, you can ask to be considered for financial hardship assistance. Services Australia has details available to you on their website. The address is **servicesaustralia.gov.au/sa462** 

## **Code of conduct**

The Code of Conduct for Aged Care (the Code) has been introduced to improve the safety, health, wellbeing and quality of life for people receiving aged care, and to boost trust in services. The Code sets out that you should always be treated well and feel safe. SCC is committed to the Code and our employees follow the 8 elements of the code, which are:

- a. Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
- b. Act in a way that treats people with dignity and respect and values their diversity.
- c. Act with respect for the privacy of people.
- d. Provide care, supports and services in a safe and competent manner, with care and skill.
- e. Act with integrity, honesty and transparency.
- f. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.

- g. Provide care, supports and services free from:
  - i) All forms of violence, discrimination, exploitation, neglect and abuse and,
  - ii) Sexual misconduct.
- h. Take all reasonable steps to prevent and respond to:
- i. All forms of violence, discrimination, exploitation, neglect and abuse and
  - ii) Sexual misconduct.

If you are concerned about the way we are providing your care or how we are behaving, it is important to let us know. Tell us about it so action can be taken to protect you and others. We will help you feel safe and supported to raise your concerns, give feedback or make a complaint.

If you feel uncomfortable speaking up or you would like some support, there are people who can help. You could ask a friend or family member to help you raise a concern directly with us or you can get help from an independent advocate, at no cost. You can call the Older Person Advocacy Network (OPAN) on 1800 700 600 to be connected to a local, independent advocate who can help you to raise your issue with us. If you are not comfortable raising a concern directly with SCC or are not happy with our response, you can contact the Aged Care Quality and Safety Commission on 1800 951 822 or complete their online contact form at agedcarequality.gov.au/contact-us

Please find a fact sheet attached for further information.



## Serious Incident Response Scheme

The Serious Incident Response Scheme (SIRS) is an initiative to help prevent and reduce the risk and occurrence of incidents of abuse and neglect of older Australians receiving Commonwealth-subsidised aged care and services. It commenced in home services on 1 December 2022.

There are 8 incidents which SCC is required to report to the Aged Care Quality and Safety Commission:

- Unreasonable use of force
- Unlawful sexual contact or inappropriate sexual contact
- Psychological or emotional abuse
- Unexplained absence from care or a missing consumer
- Stealing or financial coercion by a staff member
- Neglect
- Inappropriate use of restrictive practices
- Unexpected death

Incidents will be managed in accordance with SCC's Incident Management Policy within a Framework of Open Disclosure. Open disclosure refers to the practice of communicating with you when things go wrong, addressing any immediate needs or concerns and providing support, apologising and explaining the steps SCC has taken to prevent it happening again. Please find attached a fact sheet on SIRS for further information.

## Reform

Following the recommendations made by the Royal Commission into Aged Care Quality and Safety, the Australian Government is committed to delivering reforms to the Aged Care sector. In December 2022, these included the introduction of the Code of Conduct for Aged Care, Serious Incident Response Scheme, Strengthening Provider Governance, the announcement of an Interim Inspector-General of Aged Care.

There are further developments in the pipeline, including the Support at Home Program which is scheduled to be implemented on 01 July 2025. To stay in touch with the reforms, you are encouraged to subscribe to the Department of Health and Aged Care's monthly e-newsletter 'EngAged' which contains updates about the aged care reforms and ageing well.

The link to subscribe is health.gov.au/ using-our-websites/subscriptions/ subscribe-to-our-engaged-newsletter

We will also endeavour to keep you informed.









## **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 risk;
- 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.

Consumer	Provider
Consumer (or authorised person)'s signature (if choosing to sign)	Signature and full name of provider's staff member
Full name of consumer	Name of provider
Full name of authorised person (if applicable)	Date on which the consumer was given a copy of the Charter
	Date on which the consumer (or authorised person) was given the opportunity to sign the Charter

## Charter of Aged Care Rights

#### Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

#### **Providers**

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. Providers must give consumers a copy of the Charter that sets out:

- signature of provider's staff member;
- the date on which the provider gave the consumer a copy of the Charter; and
- the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;
- the consumer (or authorised person)'s signature (if they choose to sign); and
- the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.

# To be completed by person providing feedback

## Feedback Form – All SCC Services



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## Feedback Form – All SCC Services



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	Initial Inve	estigation/Action T	aken		
Investigation conducted by:					
Name:		Designation:			
Additional processes complete	ed in Quality Systems	:			
Hazard Risk Asse		Continuous Ir	nprovement		
Date feedback provided		Date entered to	Quality System		
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