



GREEK ORTHODOX COMMUNITY
OF SOUTH AUSTRALIA INCORPORATED
ΕΛΛΗΝΙΚΗ ΟΡΘΟΔΟΞΗ ΚΟΙΝΟΤΗΤΑ ΝΟΤΙΑΣ ΑΥΣΤΡΑΛΙΑΣ



Australian Government
Department of Health

Supported by the Australian Government Department of Health



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Home Care Packages



Information booklet

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OTHER USEFUL CONTACTS

ACAT (Aged Care Assessment Team).....	1800 200 422
Aged Care Complaints Commissioner.....	1800 550 552
Aged Right Advocacy Service.....	8232 5377
Alzheimer's Australia.....	8372 2100
Carer Support & Respite Centre	8379 5777
Catalyst Foundation - Seniors Information Service	8168 8776
Centrelink	
- Seniors.....	132300
- Disability, Sickness & Carers.....	132717
- Financial Information.....	132300
Commonwealth Carelink Centres.....	1800 057 111
Council of the Ageing (COTA).....	8232 0422
Diabetes SA	1300 136 588
Disability Information & Resource Centre.....	8415 4233
Disability SA.....	8366 7300
Disability Ageing & Carers.....	8415 4250
Domiciliary Care SA.....	1300 295 673
Domiciliary Care Equipment Services.....	1300 295 786
Emergency Monitoring Pendants –	
Call Direct.....	1300 136 272
Vital Call.....	1300 360 808
Care Alert.....	1300 758 595
Ethnic Link Services.....	8241 0201
Greek Meal Service.....	8212 5100
SAPOL Home Assist Program	7322 3211
Independent Advocacy.....	8232 6200
Independent Living Centre.....	8266 5260
Italian Meal Service.....	8431 3477
DRAS Inc.....	8351 9500
Maltese Meal Service.....	8241 0266
Meals on Wheels.....	1800854453
Mental Health Services for Older People (East).....	7425 6400
Metropolitan Home Link.....	1300 550 654
My Aged Care	1800 200 422
Polish Meals Program.....	8232 1464
Public Trustee.....	8226 9200
Royal District Nursing Services.....	1300 364 264
Royal Society for the Blind.....	8417 5599
Taxi –	
Yellow Cabs.....	132227
Suburban Taxi.....	131008
Independent Taxi.....	132211
The Multiple Sclerosis Society.....	1800 821 311

Greek Orthodox Community of SA Inc. (GOCSA)

Community Care Services (CCS)

Home Care Packages (HCP)

Clients are funded directly by the Australian Government Department of Health and they can choose the provider they wish to deliver care for them on a Consumer Directed Care (CDC) basis.

Home Care Packages (HCP) provide assistance for people who need help to stay safe and well at home.



The CDC is a model of care aimed to give the client and or their representative more choice and control over the services they receive. Focus is on wellness, independence and reablement.

If you want a culturally appropriate provider and staff that speak your language, please contact GOCSA Community Care Services team on 7088 0500 or visit our website:

www.gocsacommunitycare.com.au.

Eligibility Criteria

You need to register with **My Aged Care (MAC)** to be assessed for the level of package which best meets your needs. GOCSA Community Care Advisors staff can assist you to register with MAC.

An ACAT (Aged Care Assessment Team) assessor will determine the level of Home Care Package that you are likely to receive and be delivered by GOCSA if you choose us as your provider.

You can contact MAC on **1800 200 422** or visit their website to register: www.myagedcare.gov.au

There are 4 levels of HCP:

Level (1) Basic care needs - may include cleaning, social support, centre based activities, home maintenance

Level (2) Designed to meet a person's low-level care daily needs, such as showering, meals, transport, community events with a rehabilitation focus.

Level (3) Intermediate care needs. In addition to level 2, there is a nursing input in the design as well as on-going management of assessed needs.

Level (4) High level care needs. For people with complex care needs, who may be suffering from dementia or other cognition deficit.

*An important part of the CDC is that it is all about **building on what you CAN do. It is about helping you to continue live a good life at home.***

If your complaint remains unresolved or you are not happy with the outcome, you may wish to contact an external agency.

The following is a register of service providers and agencies that may be of assistance to you.

Aged Care Complaints Commissioner

Department of Health

GPO Box 9848

Adelaide SA 5000

Ph: 1800 550 552

www.agedcarecomplaints.govspace.gov.au

Aged Right Advocacy Service (ARAS)

16 Hutt St

Adelaide SA 5000

Ph: (08)8232 5377

www.sa.agedrights.asn.au

Health and Community Services Complaints Commissioner

PO Box 199

Rundle Mall, Adelaide SA 5000

Ph: (08)8226 8666

Free call: 1800 232 007

www.sa.agedrights.asn.au

For further information on GOCSA's Home Care Packages please contact:

Community Care Services

282 Waymouth St.

Adelaide SA 5000

Ph: 7088 0500

Fax: 7088 0514

Web: www.gocsacommunitycare.com.au

Comments, Complaints & Appeals

GOCSA welcomes your feedback it assists us to improve our services, if you like the way a service has assisted you tell us.

You are welcome to raise any concerns with our staff.

To make any sort of comment, complaint or compliment contact:
Manager, Community Care on 7088 0500

Any feedback will be dealt with promptly and confidentially and you will be consulted and kept informed of any outcome or decision.

If you are dissatisfied with the outcome of a complaint you or your advocate may appeal against a decision by writing to:

Manager, CCS
282 Waymouth St.
Adelaide SA 5000



Home Care—Your Choice

Once you receive notification of the level of care and have a package allocated, our Community Advisors will work out a budget, based on the subsidy from the government **plus** your contribution.

You will get to make decisions about how the funds are spent. GOCSA, your home care service provider, will work with you to coordinate the services you need.

Your monthly statements will show:

- Subsidy received
- Your contribution
- Money spent on services or goods
- GOCSA's fee
- Balance

You can also **buy** extra services with your own funds if you want more assistance than what is covered by the package.



***Come with us—we speak your language
and understand your culture.***

What Kind of Assistance Can I Have?

Personal Care

- Dressing, showering, bathing, toileting
 - Preparing meals

Help to Stay Healthy

- Allied health professionals
- Nursing
- Equipment

Support Services

- Cleaning and laundry
- Shopping and taking you to appointments
- Gardening and home maintenance
- Modifying your home for safety
- On call service



Access

- (4) Each care recipient has the following responsibilities:
- (a) to allow safe and reasonable access for care workers at the times specified in his or her care plan or otherwise by agreement
 - (b) to provide reasonable notice if he or she does not require home care to be provided on a particular day.

Fees

- (5) Each care recipient has the responsibility to pay any fees as specified in the agreement or to negotiate an alternative arrangement with the provider if any changes occur in his or her financial circumstances.

Privacy and Confidentiality

- Information collected and recorded by GOCSA will remain private and confidential.
- Consumers can access their personal records with prior arrangements.
- No personal records shall be released without consent from the client or their approved representative or advocate.



2 Care recipients' responsibilities - home care

General

- (1) Each care recipient has the following responsibilities:
- (a) to respect the rights of care workers to their human, legal and workplace rights including the right to work in a safe environment
 - (b) to treat care workers without exploitation, abuse, discrimination or harassment.

Care and services

- (2) Each care recipient has the following responsibilities:
- (a) to abide by the terms of the written home care agreement
 - (b) to acknowledge that his or her needs may change and to negotiate modifications of care and service if his or her care needs change
 - (c) to accept responsibility for his or her own actions and choices even though some actions and choices may involve an element of risk.

Communication

- (3) Each care recipient has the following responsibilities:
- (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
 - (c) before the care recipient changes approved providers, to tell the approved provider and their staff of the day the care recipient intends to cease to receive home care services from the approved provider.

Making a Service Plan

Things to consider:

- * What is important to me?
- * What support do I need to stay safe?
- * When do I want the support?
- * What do I enjoy doing?
- * Who should deliver it?

Service Plan

Work through your goals, interests and preferences with your advisor, who will help you make informed choices about the services and assistance you would like to receive.

Your Care Plan will detail:

What will be provided	Your contribution
Who will provide it	GOCSA's fee
How often	Cost
Commencement date	Contact details

Service Plan (Continued)

Once you have agreed on your Care or Service plan, the management of your package will commence. An **Agreement** will be given for both parties to sign.

This is known as the **Home Care Agreement**



Comments and complaints

(6) Each care recipient has the following rights:

(a) to be given information on how to make comments and complaints about the care and services he or she receives

(b) to complain about the care and services he or she receives, 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.

Fees

(7) Each care recipient has the following rights:

(a) to have his or her 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 his or her fees reviewed periodically and on request when there are changes to his or her financial circumstances

(d) not to be denied care and services because of his or her inability to pay a fee for reasons beyond his or her control



Consumer Directed Care - individualised budget and monthly statement of available funds and expenditure

(3A) Each care recipient has the following rights:

- (a) to receive an individualised budget for the care and services to be provided
- (b) to have his or her individualised budget reviewed and, if necessary, revised if:
 - (i) the care and services to be provided, or the costs of providing the care and services, change; or
 - (ii) he or she requests the approved provider to review and, if necessary, revise the individualised budget
- (c) to receive a monthly statement of the funds available and the expenditure in respect of the care and services provided during the month.

Personal information

- (4) Each care recipient has the following rights:
- (a) to privacy and confidentiality of his or her personal information
 - (b) to access his or her personal information.

Communication

- (5) Each care recipient has the following rights:
- (a) to be helped to understand any information he or she is given
 - (b) to be given a copy of this Charter
 - (c) to be offered a written agreement that includes all agreed matters
 - (d) to choose a person to speak on his or her behalf for any purpose.

Making a Budget Plan

Your monthly statement will clearly explain:

- ⇒ Your available funds (government subsidy **plus** your contribution)
- ⇒ Your monthly costs
- ⇒ What you have spent
- ⇒ The balance of funds remaining

Itemised in your monthly statement:

1. **Administration costs**—overheads, insurance etc.
2. **Services and support**—the cost of each service, support and purchase
3. **Unspent Funds**

Please Note an Exit Fee is payable should you choose to leave the program. This fee comes from unspent money and is currently \$400.

All costs will be discussed and agreed with you before they are recorded as part of your Home Care Agreement

Charter of Care Recipients' Rights and Responsibilities – Home Care

*Aged Care Act 1997, Schedule 2 User Rights Principles 2014
(amended on 27 February 2017)*

1 Care recipients' rights - home care

General

(1) Each care recipient has the following rights:

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

Consumer Directed Care - choice and flexibility

(2) Each care recipient has the following rights:

- (a) to be supported by the approved provider
 - (i) to set goals in relation to the outcomes he or she seek from home care
 - (ii) to determine the level of ongoing involvement and control that he or she wishes to have in the provision of the home care
 - (iii) to make decisions relating to his or her own care
 - (iv) to maintain his or her independence as far as possible

(b) to choose the care and services that best meet his or her goals and assessed needs and preferences, within the limits of the resources available

(c) to have choice and flexibility in the way the care and services are provided at home

(d) to participate in making decisions that affect him or her

(e) to have his or her representative participate in decisions relating to his or her care if he or she requests it or if he or she does not have capacity

(f) to choose the approved provider that is to provide home care to him or her, and to have flexibility to change that approved provider if he or she wishes.

Consumer Directed Care - care and services

(3) Each care recipient has the following rights:

(a) to receive reliable, coordinated, safe, quality care and services which are appropriate to meeting his or her goals and assessed needs

(b) to be given before, or within 14 days after, he or she commences receiving home care, a written plan of the care and services that he or she expects to receive

(c) to receive care and services that take account of his or her other care arrangements and preferences

(d) to ongoing review of the care and services he or she receives (both periodic and in response to changes in his or her personal circumstances), and modification of the care and services as required.