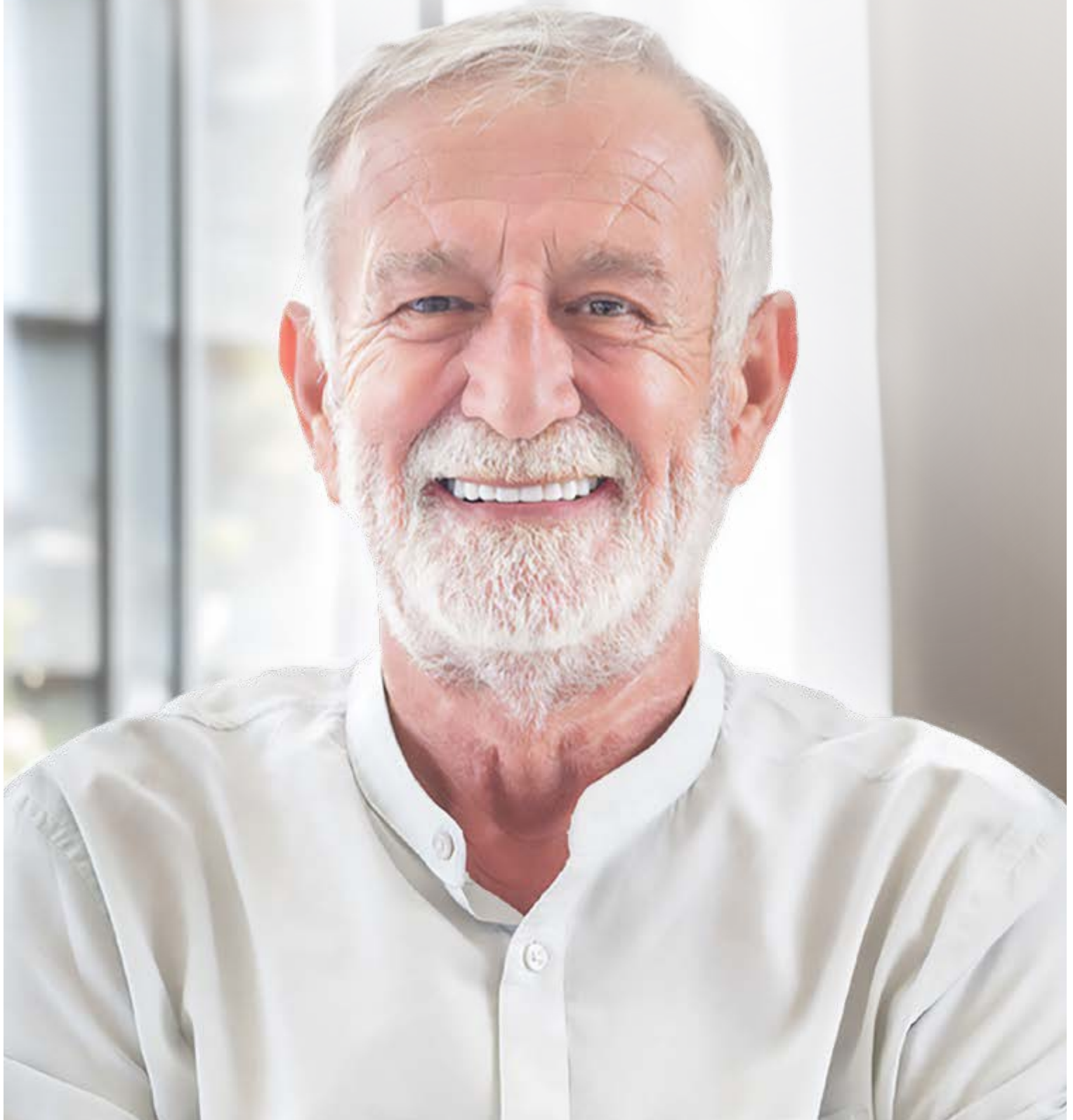


# *Client Handbook*

HOME AND COMMUNITY SERVICES



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## Welcome

On behalf of the team at Catholic Healthcare, we're delighted you have chosen us as your Home Care service provider.

Our dedicated team is looking forward to working with you, to understand your care goals and support you to live life to the full, while remaining independent in your own home.

Working together with you, our team will help you develop a tailored care plan focused on your goals for enriching your health and wellbeing.

In this handbook, you'll find an introduction to the care and services available, important information for your health and safety, and an explanation of the different government packages and payment options available to you.

If you have any questions not answered by this handbook, please contact our friendly team, who will be happy to help. Call 1800 225 474.

We look forward to working with you.

# About us

At Catholic Healthcare, we have a shared purpose in providing older Australians with a sense of fulfilment, independence and belonging. We have a proud history of providing care and support to people of all faiths and backgrounds for more than 28 years.

We promote the life, dignity and spirituality of older people through connected and inclusive communities.

As a trusted not-for-profit provider of Home Care, Residential Care and Retirement Living, we exist only to benefit our clients, reinvesting proceeds into improving our care and services.

Our Home Care services are designed to make everyday tasks easier, so that you can live a socially active and independent life at home.

# Our people

Our team is our most valuable asset. Our multi-disciplinary team, from customer service representatives to your dedicated care coordinator, clinicians and community workers, are all provided with ongoing training and development to help them deliver quality care and services to support your lifestyle.

We take the responsibility of providing care and support for you in your own home seriously, and we operate in an environment of mutual respect and dignity.



# Why Catholic Healthcare?



## BECAUSE WE'RE ALL ABOUT YOU

Our tailored and flexible approach to care focuses on enriching your health, wellbeing and day-to-day lifestyle. At the heart of 'All About You' is the time spent getting to know you. Our dedicated Care Advisors and Coordinators will work with you to create a customised support plan that matches you to the right support services and qualified staff to suit your interests, lifestyle and needs.

## SUPPORT EVERY STEP OF THE WAY

No matter your situation, we understand your lifestyle and care needs are unique and will change over time. Catholic Healthcare can provide a seamless approach to your care, with qualified staff to support you every step of the way as your needs change – the transition between in-home programs to suit the complexity of your care or options for other support services including respite and residential care. Our team will partner with you to develop your care plan based on your goals and support needs.





# Keeping in touch

If you have a question about your care, need to reschedule your services or have a question about your invoice, please contact us to speak to one of our friendly Customer Care officers.

## HOURS OF OPERATION

### Weekdays

7.00am to 5.30pm

### Weekends & Public Holidays

8.00am to 4.00pm

Staff are available during this time to respond to client calls. If the Customer Care line is busy or you call outside hours, please leave a voice message with your full name and contact number, and we will call you back in a timely manner.

## THE CUSTOMER CARE TEAM

The team can help you with:

- Changing your scheduled services with Catholic Healthcare
- Connecting you to your Care Advisor or Coordinator
- Cancelling your service if you will not be home

- Placing your services on hold if you are going into hospital or on holiday
- Understanding your financial statements and paying your monthly invoice
- Answering questions about our services
- Requesting additional or new services
- Listening to feedback or complaints.

## CANCELLING A SCHEDULED VISIT

If you will not be home for a scheduled visit, we ask that you inform the service as soon as practicable to reschedule or cancel, to prevent the potential of a cancellation fee charge for services that cannot be delivered in 48 hours. If you have not cancelled a scheduled visit in advance and you are not home, you will be charged a cancellation fee.

In addition, our duty of care requires Catholic Healthcare to commence our protocol for a client not responding to the scheduled visit that has been developed as part of your care plan. Steps are taken to locate you and ensure that you are safe and well. If you have not been located by the end of day, this is handed over to your carer, family, and police to undertake a welfare check.

## CONTACT US



**Phone: 1800 225 474**

**Press 1** for in-home services, then **press 2** to speak with a Customer Care officer (Lendlease clients, please phone **1800 411 605**)



**catholichealthcare.com.au**

Select the **Contact Us** tab on the home page to request information or provide feedback.



**customercare@chcs.com.au**



*Partners in your care*

There are a number of people and services involved in planning and delivering your care and support at every stage. All play an important part, so it is important to understand who makes up your care team and the role everyone plays in your case management and reviews.

**CLIENT/CONSUMER/CUSTOMER**

That's you – the recipient of a government-funded program such as a Commonwealth Home and Community Service Package (CHSP), Home Care Package (HCP) or support provided as a Private Fee-For-Service client.

**INFORMAL AUTHORISED REPRESENTATIVE (PRIMARY CONTACT)**

Someone who you (the client) have given permission to give and receive information on your behalf. This person may be a family member, friend, carer or someone else you trust. An authorised representative can speak and act for you, but they must ensure that decisions and actions made on your behalf are in your best interest; and keep your personal My Aged Care information confidential. They must not disclose your information to any unauthorised persons.

**FORMAL AUTHORISED REPRESENTATIVE (ENDURING GUARDIAN OR POWER OF ATTORNEY)**

Individuals nominated and identified under an Enduring Guardianship and/or Powers of Attorney Order who can make decisions on your behalf if you become unable to act for yourself at some time in the future.

**EMERGENCY CONTACT**

The person or people you nominate to be a contact in an emergency, such as a natural disaster, medical emergency or if you are not responding to a scheduled visit. They may be a family member, friend, carer or other person – normally chosen because they are close by, familiar with your routine and can respond quickly.

**FAMILY MEMBER, CARER, FRIEND OR OTHER PERSON (INFORMAL SUPPORT)**

Those people in your life that provide care and support to help you to live safely and independently in your own home.

**CATHOLIC HEALTHCARE CARE TEAM**

Known as your Approved Provider and nominated by you to manage your care and support. Your Care Team partners with you to understand your care needs, plan your care and provide care in line with your care plan. If your care needs to change, our Care Team will work with you to ensure you get the care you need when you need it.

Depending on the package of services, your Care Team is made up of individuals to support you at home, including:

- Community Workers who provide direct support in your home and in the community

- Community Worker Team Leaders – supporting Community Workers to provide quality care
- Care Advisors – case managers for Home Care package clients
- Coordinators supporting clients on Commonwealth Home Support Packages
- Allied Health and Health Professionals – Registered Nurses/Occupational Therapists/Physiotherapists etc
- Customer Service/Rostering/Finance Officers
- Spiritual Wellbeing team
- Volunteers
- Maintenance Officers – support with basic home maintenance and gardening
- Business and Regional Managers.

**AGED CARE ASSESSMENT TEAM (ACAT)**

Aged Care Assessment Teams (ACATs) are teams of medical, nursing, and allied health professionals. They assess your care needs and help you to access the appropriate levels of support. ACATs conduct comprehensive aged care assessments for Home Care Packages and can also approve Commonwealth Home Support Programmes.

**REGIONAL ASSESSMENT SERVICE (RAS)**

The Regional Assessment Service (RAS) Officers are trained assessors (not clinicians) who assess and approve services and support provided by the Commonwealth Home Support Programmes – known as entry-level services such as domestic assistance, personal care, transport, home modifications, social support and respite services.

# Your Home Care funding options

As a Catholic Healthcare Home Care Services client, there are a number of programs available to you. You can switch the way you fund your care if you qualify for a different type of package or need more care. Below is an explanation of the different funding and program options available to clients.

## COMMONWEALTH HOME SUPPORT PROGRAMME (CHSP)\*

This is an entry-level program for people with lower care needs, providing small amounts of support to assist you to remain living at home and in the community. CHSP services may be short-term, intermittent or ongoing, and may include centre-based or in-home respite, social support, help at home, transport, personal care, home modifications, and allied health.

The program aims to help you live as independently as possible, placing a strong focus on activities that support independence and social connectiveness, with a wellness orientation to address each person's individual goals and choices. CHSP is not designed for individuals with more intensive or complex care needs. People with higher care needs can receive appropriate support through other aged care programs, such as the Home Care Package or Residential Aged Care.

## HOME CARE PACKAGE (HCP)\*

The Home Care Package provides coordinated care and services to help you live safely and independently in your own home for as long as it is safe and appropriate to do so. This program provides additional support and clinical oversight as care needs increase.

The HCP provides users with a consumer-directed approach to ongoing care support to meet your care needs and goals now and as they change. Depending on the level of support you need, Catholic Healthcare will work with you to create a care plan that is tailored to your individual needs.

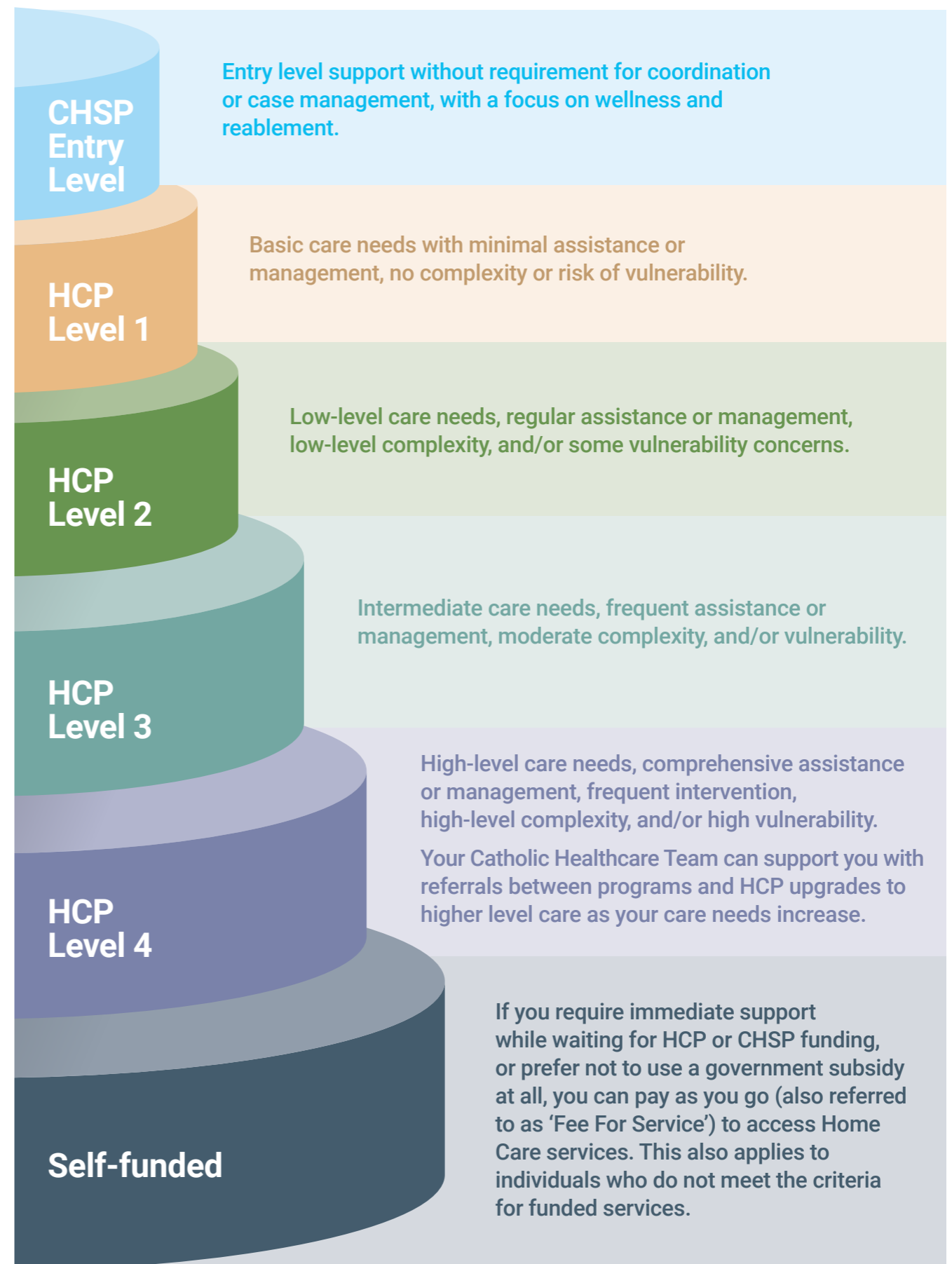
There are four levels of Home Care Packages, from Level 1 for basic care needs, to Level 4 for high care needs.

For more information, see the Appendix on page 46.

\* Funded by the Australian Government Department of Health and Aged Care

**Disclaimer:** Although funding for the Commonwealth Home Support Programme and Home Care Package Programme has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

## FUNDED SERVICE JOURNEY





# Your Service Agreement & Care Plan

## YOUR HOME CARE SERVICE AGREEMENT

Your Home Care Service Agreement includes the signed service agreement (Terms of Agreement), the Care Plan – which includes your goals and strategies for meeting those goals – Aged Care Rights, Summary of Services, Client Contributions, External Advocacy and Complaints Agencies, and this handbook.

If you are receiving a Home Care Package from us, the Agreement also includes an annual budget and fee schedule that includes the annual costs and fees as part of the agreed care plan. Please take the time to read and understand the terms you and/or your authorised representative have agreed to.

## YOUR CARE PLAN

Our staff deliver on the care and services identified in your Care Plan as agreed by you. If your circumstances change and you require additional services or a change to service type, we request that you contact the Customer Care Team with the new requirement. They will work with you to implement a one-off change or arrange for a review with your Care Advisor or Coordinator for ongoing changes.

# Client story

## Mrs Jones

Mrs Jones receives a Domestic Assistance service for two hours every Wednesday, as identified in her My Aged Care Assessment. On arrival to the home for services, Mrs Jones asks the Community Worker to undertake grocery shopping for her rather than undertake the cleaning duties in the care plan as agreed by Mrs Jones.

The Community Worker explains that on this occasion, the tasks agreed to and identified must be undertaken, as shopping requires travel/transport if the client is attending, appropriate food handling, and money management.

It is important to see if there are other options available, such as shopping online, and informal supports who may be able to undertake this on behalf of Mrs Jones. Depending on the program, shopping may not be an option under the current funding being accessed.

It is suggested that Mrs Jones, or the Community Worker on behalf of Mrs Jones, contacts the Customer Care Team to request a one-off or ongoing shopping service to meet this emerging need appropriately. This is to ensure the domestic service goes ahead as per the care plan, and appropriate arrangements can be made for the new service request as a one-off or ongoing service.










*What services can I access?*

**WE'RE HERE TO HELP WITH THE LITTLE THINGS, SO YOU CAN FOCUS ON THE BIG THINGS**

Choose from a range of care and services in your home, when you need them. From making daily tasks easier – such as transport to the shops, cooking or cleaning – to improving your health, wellness and more, we'll work with you to develop the right solutions to empower you to optimise your independence at home.

# Our popular services

 <b>DAY-TO-DAY LIVING</b>	 <b>CLINICAL SERVICES</b>	 <b>HEALTH &amp; WELLNESS</b>	 <b>CONNECTING WITH OTHERS</b>	 <b>SPIRITUAL WELLBEING</b>
<ul style="list-style-type: none"> <li>• Light housekeeping</li> <li>• Meal preparation or meal delivery services</li> <li>• Personal grooming</li> <li>• Personal hygiene and continence products</li> </ul> <p><b>Shopping</b></p> <ul style="list-style-type: none"> <li>• Shopping online or at your local store (accompanied or unaccompanied)</li> </ul> <p><b>Transport</b></p> <ul style="list-style-type: none"> <li>• Appointments, social or shopping</li> </ul> <p><b>Minor Home and Garden maintenance</b></p> <ul style="list-style-type: none"> <li>• Gutter cleaning</li> <li>• Weeding and pruning</li> <li>• Spring clean or detailed clean</li> <li>• Declutter and organisation</li> <li>• Handyman repairs</li> </ul> <p><b>Seasonal activities</b></p> <ul style="list-style-type: none"> <li>• Festive preparations</li> <li>• Wardrobe/bedding</li> <li>• Seasonal gardening</li> <li>• Seasonal food preparation</li> </ul>	<p><b>Allied health</b></p> <ul style="list-style-type: none"> <li>• Physiotherapy</li> <li>• Podiatry</li> <li>• Occupational therapy</li> <li>• Speech therapy</li> <li>• Dietitian</li> <li>• Home modifications assessment/recommendations</li> <li>• Mobility and dexterity equipment</li> </ul> <p><b>Nursing care</b></p> <ul style="list-style-type: none"> <li>• Wounds</li> <li>• Post surgery</li> <li>• Chronic health management plan</li> <li>• Help with medications</li> <li>• Health assessment monitoring and review (continence, hydration/nutrition, weight, skin integrity, BSL, BP etc.)</li> </ul> <p><b>Remote support</b></p> <ul style="list-style-type: none"> <li>• Health monitoring</li> <li>• Nurse and allied health support and coaching</li> <li>• Health and safety monitoring and alarms</li> </ul>	<p><b>Group programs</b></p> <ul style="list-style-type: none"> <li>• Walking with Confidence</li> <li>• Stepping On</li> <li>• Seated exercise program</li> <li>• Resistance training</li> <li>• Aqua programs</li> <li>• Social outings</li> <li>• Remain active</li> <li>• Various exercise groups online or in person (e.g. yoga, Pilates, tai chi)</li> </ul> <p><b>In-Home Programs</b></p> <ul style="list-style-type: none"> <li>• Exercise program</li> <li>• Tailored exercise programs, online programs</li> </ul> <p><b>Carer's wellbeing</b></p> <ul style="list-style-type: none"> <li>• In-home respite</li> <li>• Respite and Wellness Centres</li> <li>• Residential village short-term respite</li> <li>• Overnight Respite Cottage - check for locations</li> </ul>	<p><b>Connecting with community</b></p> <ul style="list-style-type: none"> <li>• Try new things</li> <li>• Reconnect with favourite hobbies (Men's shed, support groups, seniors groups supported or unsupported)</li> <li>• Smart Tech' course - how to use devices, apps and connect with others</li> <li>• mind+move hubs - a diverse range of activities and connection to like-minded people in the one location.</li> <li>• Men's groups - e.g. exercise, cooking, workshops.</li> <li>• Group outings – accessible day trips</li> <li>• Day centres</li> <li>• Art classes</li> <li>• Music concerts</li> </ul> <p><b>Companionship</b></p> <ul style="list-style-type: none"> <li>• Connection to activities, events, community groups</li> <li>• Support to access and enjoy community spaces - local parks, beaches, fishing spots, botanical gardens.</li> <li>• Engage in your favourite hobbies or discover new ones.</li> <li>• Attend culturally diverse groups</li> </ul> <p><b>Volunteers</b></p> <ul style="list-style-type: none"> <li>• Home visits</li> <li>• Check-in phone calls</li> </ul>	<ul style="list-style-type: none"> <li>• Companionship and visits</li> <li>• Active listening</li> <li>• Anxiety, depression and grief support</li> <li>• Relationship and confidence building</li> <li>• Connections – local community, faith groups, social groups and more</li> <li>• Support for families and caregivers</li> <li>• Spiritual development, meaning and purpose</li> <li>• Preparing for loss and goodbyes</li> <li>• Assistance with religious or spiritual needs</li> </ul>

# Day-to-day living

## CARE AND COMFORT IN YOUR OWN HOME

We understand that there is no place like home. However, some everyday tasks can get a little harder as times goes by. With the right support, you can maintain your lifestyle at home.

## YOUR DAY-TO-DAY LIVING OPTIONS

- Light housekeeping
- Meal preparation
- Personal care
- Grooming and dressing
- Seasonal activities – such as festive preparation, seasonal food preparation, wardrobe and bedding changes

## TRANSPORT AND SHOPPING

- Shopping online or at your local store
- Getting out and about to appointments or social activities

## HOME AND GARDEN MAINTENANCE

- Gutter cleaning
- Weeding and pruning
- Spring clean or detailed clean
- Declutter and organisation
- Handyman repairs

## CLINICAL SERVICES

Specialist support in the convenience of your own home:

- Nursing care – including pressure injury, wounds and stoma care, and nursing support for chronic diseases, such as diabetes, COPD, cancer and heart disease, post-hospital discharge, help with medications and more, or at your trusted practice
- Allied health – physiotherapist, podiatrist, occupational therapist, speech therapist and dietitian.

“ We can finally enjoy our hobbies again. It has really been so beneficial. I don't know what we would have done without Home Care support.

Shirley, Home Care client

”



## Mind+Move hub

- A HAPPIER AND HEALTHIER YOU

Mind+Move is an exclusive leisure and wellness hub for seniors to attend in person or online. Our hubs are found in multiple locations across NSW and support a diverse and exciting range of health and wellness activities taught by leading professionals to make you the best version of yourself.

Activities are designed to help maintain or improve your strength, balance and movement, support brain health through lifetime learning, and provide opportunity to make new connections with like-minded people that share common interests.

## LOCATIONS

- Casula
- Dubbo
- East Maitland
- Ryde
- St Ives
- Wagga
- Wahroonga/Waitara
- Warnervale
- Willoughby

We also run a number of Mind+Move program activities from satellite sites around the region to provide better access for you in your local community. Monitor the CHL [www.catholichealthcare.com.au/campaigns/mind-and-move/](http://www.catholichealthcare.com.au/campaigns/mind-and-move/) or call our Customer Care Team on 1300 978 264 for date/time/venue of sessions near you.



# Health & Wellness Programs

Our Health & Wellness Programs can be delivered in the comfort of your own home, in group settings or online. They can help you to increase vitality, minimise falls, improve posture, improve brain health, increase strength, reduce pain, improve mobility and connections.

## HEALTH & WELLNESS PROGRAMS

- **Stepping On or Walking with Confidence** – delivered by a team of allied health and trained fitness staff to provide tailored exercises for you to improve balance, reduce falls, and maintain mobility and independence, along with educational talks on home hazards, community safety and managing medications
- **Remain Active** – a gentle exercise program that aims to improve overall strength, mobility and general fitness. Our qualified health professionals will keep you in shape and help you reach your goals
- **Resistance Program** – using a combination of both light resistance bands and hand weights, this program will get your blood pumping and will improve your muscle and bone strength. Resistance training is one of the best ways to manage a variety of health conditions such as osteoporosis to keep the most active and strong version of yourself
- **Smart Technology in a group setting** – learn how use apps like Zoom, MS Teams, FaceTime, WhatsApp, to connect with family/friends/health professions and your CHL Support Team, support brain health through online libraries, podcasts and puzzles, learn how to send and save photos, and manage or change accounts, emails and passwords, participate in online programs such as yoga, Pilates, book clubs.

For more information on these and other Health & Wellness programs, please contact the Customer Care Team on 1300 978 264.

## Client story

### Shirley & Noelene

When Shirley's sister and long-term housemate Noelene broke her hip from a fall just outside their home, the shock and fear of not walking independently was all too great.

"From the moment Noelene broke her hip, I knew we had to get help," says Shirley. It took her several months to gain the confidence to commence the program. In Noelene's absence, Shirley, too, had a minor fall, escaping with a few bruises and, luckily, no broken bones.

Following the fall and Noelene's surgery to repair her broken hip, the pair decided to embark on Catholic Healthcare's 'Walking with Confidence' program, starting with some gentle exercises around the Bathurst CBD and eventually reaching their goal of walking to church and meeting their friends in the local community.

"That was our major goal, making it back to our local community and friends," says Shirley. "It felt awful not being able to get there and be a part of the community in the way we used to."

After many months working with Catholic Healthcare, Shirley and Noelene finally achieved their goals. Looking relaxed, happy and confident, Shirley says, "We can finally enjoy our hobbies again – it has been so beneficial for both of us."



# Spiritual Wellbeing & Volunteer Connections

## WELLBEING FOR THE HEART, MIND & SPIRIT

Spiritual wellbeing care is a fundamental aspect of both mission and ministry in the Catholic tradition, and an integral part of the Home and Community Services team.

Our Spiritual Wellbeing Carer and Volunteers provide pastoral and spiritual care in response to significant life events, independent of religious beliefs. Safe, friendly, inclusive and free from judgement, our experienced team can support you in the following ways:

- Help you find meaning in your life's journey
- Help you deal with feelings of hurt, disappointment or guilt
- Help with experiencing grief and loss
- Help through lonely times
- Act as a trusted confidante
- Provide a listening ear for caregivers
- Respond to a spiritual need.

## VOLUNTEER CONNECTIONS

We understand how beneficial personal connections can be, whether it's taking part in enjoyable social activities that suit your individual needs, interests and abilities, or just knowing that someone is popping in to spend time with you.

Our Volunteer Services are aimed at helping you maintain your social wellbeing, providing companionship and helping you stay connected. (Please note that our volunteers are not able to provide care or health advice.)

## HOME VISITING PROGRAM

Join this program for a regular home visit from a friendly Volunteer. Have morning tea together, read the paper, discuss family news, have a walk around the backyard, or visit a local café. (Not available in all areas.)

## TELEPHONE CHECK-IN

Enjoy a social chat on the phone? Join this program to receive regular phone calls from a friendly Volunteer at a time and frequency that suits you, to talk together about family, news, sport, shared interests and more!

# Social, Wellness & Respite centres

Our Social, Wellness and Respite centres offer diverse opportunities for clients living in the community (including specialised programs for people living with dementia) to enjoy a range of activities in a relaxed yet stimulating group environment. They promote social connection and information-sharing to help you maintain a socially active and independent life. They also offer valuable respite for carers, including day and overnight options.

Daily activities may include:

- Light refreshments and meals
- Games, trivia, arts and crafts, gardening, music therapy
- Group outings
- Movement therapy classes.

## LOCATIONS

Contact us on 1800 225 474 to find out more about the programs and hours available at a centre near you.

## SYDNEY METROPOLITAN

- **Eastwood, Hornsby** – Korean Leisure and Wellness Club
- **Thornleigh** – Lebanese Wellness Social Group
- **Waitara** – Chantal Respite Cottage
- **Waterloo** – Wellness Centre
- **West Ryde** – Lebanese Wellness Social Group
- **Willoughby** – Wellness Centre

## REGIONAL NSW

- **Dubbo** – Home Club Day Centre
- **Wagga Wagga** – The Heven Wellness Centre
- **Warnervale** – Wellness Centre

## CENTRE-BASED RESPITE

- **Dubbo** – Home Club Respite
- **Willoughby** – Day Centre Respite

## OVERNIGHT RESPITE

- **Dubbo** – Bielle Respite Cottage
- **Waitara** – Chantal Respite Cottage



# Important information



## CONSUMER DIGNITY OF RISK AND CHOICE

We encourage you to maintain your independence by actively participating in the development of your care plan. While safety is always an important consideration, we acknowledge that you have the right to make informed decisions around your care choices, including those that may involve an element of risk, such as activities you wish to participate in, or declining supports and recommendations to keep you safe and well. At every level, we will work with you to balance our duty of care and your right to make choices that take reasonable risks. This is known as 'dignity of risk'.

Should your Care Team consider that your decision entails an element of risk, your choice will be respected and documented in your care plan, which is signed off by you and/or your authorised representative.

In line with our legal responsibility and duty of care to ensure your health and wellbeing,

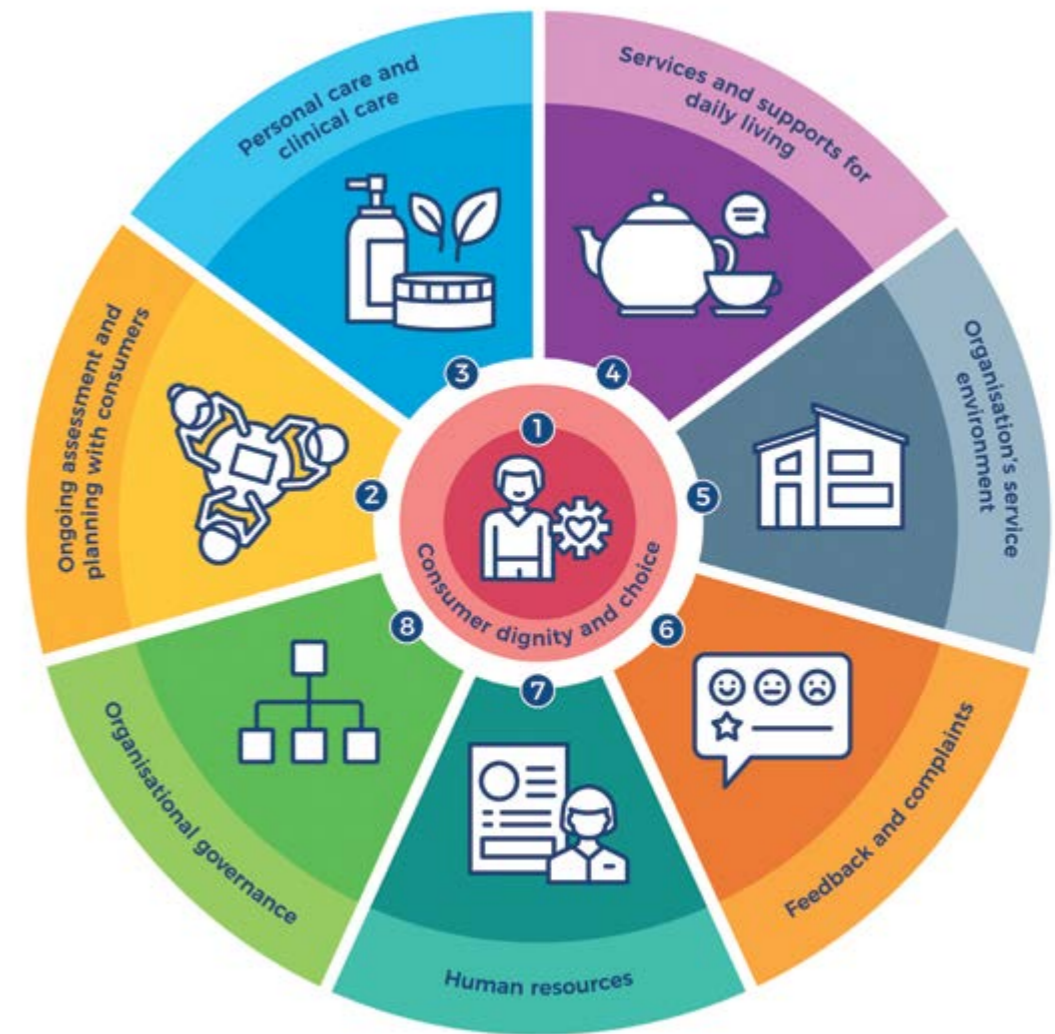
if there is a medical concern about your choice of care and your decision-making capacity, this will be discussed with you, your authorised representative, your doctor, care staff and Regional Manager.

On occasion, it may be necessary to apply to the Public Trustee and Guardian to provide you with additional support.

Catholic Healthcare remains responsible for the compliance and quality of all care and services provided under a package or program of care. As an approved Aged Care Provider, we are required by our duty of care to call an ambulance if a client is in the following situations:

- Fall, unable to get up
- Unresponsive
- Medical emergency.

Where an Advanced Care Directive or Ambulance plan is in place, emergency services will be informed.



## AGED CARE QUALITY STANDARDS

The Aged Care Quality Standards focus on outcomes for consumers (you) and reflect the level of care and services the community can expect from organisations that provide aged care services, such as Catholic Healthcare.

They comprise eight individual Standards:

1. Consumer dignity and choice
2. Ongoing assessment and planning with consumers
3. Personal care and clinical care
4. Services and supports for daily living
5. Organisation's service environment
6. Feedback and complaints
7. Human resources
8. Organisational governance.

The Standards provide a framework of core requirements for quality and safety. Catholic Healthcare constantly reviews policy and procedure, and monitors and evaluates our staff, our services and client satisfaction, striving to provide a higher quality of care and services for clients.

**For more information, visit [agedcarequality.gov.au/consumers/standards/resources](https://agedcarequality.gov.au/consumers/standards/resources) or ask your Catholic Healthcare representative for more information.**

# Health & safety at home

Living in a safe environment benefits everyone. A safe environment means that you, staff and emergency services, such as paramedics, have clear and uncluttered access to your home where they will be working.

A risk assessment of your home will be undertaken at commencement of service, annually, and as a result of feedback from you or one of your care team where a safety issue is identified. Your Care Advisor or Coordinator will work with you and discuss the issues to ensure hazards and risks are addressed, including who is responsible to act upon them.

## FALLS PREVENTION

With ageing, there is an increased risk of falling. Our staff work with you and Allied Health Professionals to support you with mobility in your home and community. They have a range of active falls-prevention strategies to support you and minimise the risk of falling and injury should a fall occur. Strategies include:

- Removal of rugs or loose floor coverings
- OT assessment for mobility aids and minor home modifications
- Declutter to enable ease of access
- Health & Wellness Programs to help build core strength, available through Catholic Healthcare
- Clinical reviews and medication support.

## COVID-19 PRECAUTIONS

The safety of our clients and teams is our highest priority. All Catholic Healthcare employees are vaccinated against COVID-19 in line with government requirements, and follow all applicable public health orders relating to the use of personal protective equipment (PPE) and hand washing/sanitising.

The risk of serious illness as a result of COVID-19 increases with age and for those with other serious health conditions. Government health authorities recommend that all vulnerable groups are up to date with COVID-19 and influenza vaccinations.

At each home visit, our team will undertake a COVID screen, asking a series of questions to ascertain how the service will progress. We ask that you provide us with any information we reasonably require about your immunisation history, and notify us immediately if you are feeling unwell, including if you have, or display any symptoms of, COVID-19 or other infection, such as a cough, fever, headache, aches and pains, runny nose or shortness of breath.

Despite taking every precaution, there is still a risk of COVID-19 infection while you are receiving services from us. Notifying us will assist us in implementing additional precautions for staff entering your home, while continuing to provide your regular or additional in-home services should you contract COVID-19.





## Legal matters

It is prudent for all of us to plan for someone to be able to make decisions on our behalf if we become unable to act for ourselves at some time in the future. If you have not thought about doing this before, it is something you should plan to put in place.

Providing us with a copy of your current Power of Attorney or Appointment of Enduring Guardian, or other legal document allows us to speak openly with, and take direction from, the right person.

### ENDURING GUARDIANSHIP

A Guardianship appointment gives a nominated person the ability to make decisions about another person's lifestyle or other personal matters, such as where they live, what services they receive and what medical or associated health treatment they are given.

### POWER OF ATTORNEY

A Power of Attorney (POA) enables another person to manage your legal matters and finances, and to sign documents on your behalf. We suggest you speak to your legal advisor about what will be best for you.

### ADVANCE CARE DIRECTIVE

An Advance Care Directive is a record of your wishes that informs people in advance what health treatments you would choose, or refuse, if you become unable to make such decisions. This could be due to incapacity following a serious illness or injury.

In a crisis, your family may find it difficult to decide on the best treatment for you. Having an Advanced Care Directive will help your family and doctors know what you would want if you are unable to tell them yourself and they need to make decisions for you.

An Advance Care Directive:

- can only be made by adults who have the capacity to make such decisions
- is separate from, but a complement to, an Enduring Guardianship appointment
- includes details of what is important to you, such as your values, life goals and preferred outcomes
- outlines the treatments and care you would like or would refuse if you are in the later stages of a terminal illness.

### OPEN DISCLOSURE

Open Disclosure is an integral part of incident management in Catholic Healthcare and a key element of the early response and investigation of client incidents to ensure your satisfaction in service delivery.

Open Disclosure is an open, honest and respectful practice of communicating with you when things go wrong, addressing any immediate needs or concerns, and providing support, apologising, and explaining the steps taken to prevent the issue from happening again. Open Disclosure may also involve your family, carer, and other support people and/or representative when you would like them to be involved.

The principles of Open Disclosure include:

**Dignity and respect** – the right to be listened to and understood, and to have the support of an advocate if desired

**Privacy and confidentiality** – the right to personal privacy and to have personal information protected

**Transparency** – the right to be informed clearly about care and services, the right to direct one's own care, and the right to access information about client rights, care and services

**Continuous quality improvement** – the right to receive safe and high-quality care and services.

### VOLUNTARY ASSISTED DYING

Voluntary Assisted Dying ('VAD') will become legal in New South Wales on 28 November 2023, as it did in Queensland in January this year. We have sought to ensure that people in our care can gain access to relevant information and exercise their right to VAD. We will maintain our commitment to compassionate care for all and be faithful to our Catholic ethos, which is why our employees will not promote or participate in the act of VAD. We focus on providing quality end of life and palliative care while not seeking to unduly prolong the lives of people in our care.

### SAFEGUARDING

At Catholic Healthcare, the safety and wellbeing of clients and employees are one of our highest of priorities. Catholic Healthcare recognises that persons who engage with us may be particularly vulnerable. All employees must complete a criminal record check. Catholic Healthcare takes a risk-based approach to accepting admissions of new clients who present safeguarding concerns.

For further information, please email [Safeguarding@chcs.com.au](mailto:Safeguarding@chcs.com.au)

### MONITORING

It is against policy for anyone to cause to carry out any type of surveillance (including audio and video surveillance) of our staff (including staff or our subcontractors) without obtaining our prior written consent.

### VALUABLE ITEMS

Occasionally clients misplace items. To protect clients and carers, before a visit from one of our team, we recommend people secure valuables including cash and bank cards; ensure electronic devices such as mobile phones or tablets are locked; and consider placing valuable items in a locked cupboard or safe.



# Using your Home Care Package budget

When you receive a Government-subsidised Home Care Package, you have a budget to pay for the services you need. Your budget depends on your level of care and includes contributions from you and the Government.

## CLIENT CONTRIBUTIONS MAY INCLUDE:

- Basic Daily Care Fee (BDCF)
- Income Tested Care Fee (ITCF) determined by the Government
- If agreed by you, a top-up contribution, where the package funding does not meet the client's need.

## GOVERNMENT SUBSIDY AND SUPPLEMENTS MAY INCLUDE:

- Daily Package Subsidy (varies by package level)
- Eligible Supplements
  - Dementia and Cognition Supplement
  - Veterans Supplement
  - Oxygen Supplement
  - Enteral Feeding Supplement
  - Viability Supplement (rural and remote areas)
  - Top-up Supplement (if you received a Dementia package prior to 1 August 2013)
  - Hardship Supplement (if a genuine financial hardship is established).

Your HCP budget forms part of the Home Care Package agreement, and can change if your circumstances change or your HCP level changes. The Basic Daily Care Fee rate is set by the Government and is based on

your Home Care Package level as follows:

Package level	% of single person basic Age Pension
1	15.68%
2	16.58%
3	17.05%
4	17.50%

Basic Daily Care Fee amounts are reviewed in March and September each year in line with the Age Pension. Statements are provided monthly and the total amount will vary depending on the number of days per calendar month and when a new package of care or upgrade to a higher package level commences.

## FINANCIAL HARDSHIP SUPPORT

Financial Hardship Assistance can help you, if, for reasons beyond your control, you can't afford your aged care costs, including fees, client contributions in the case of CHSP, or the Basic Daily Care Fee for a HCP.

Each case is assessed on an individual basis. If you are eligible, the Australian Government will pay some, or all, of your fees and charges – helping you to get the care you need.

Should you be encountering financial hardship, an Aged Care Claim for Financial Hardship Assistance Form (SA462) can be completed and submitted online to Centrelink at [servicesaustralia.gov.au/sa462](https://servicesaustralia.gov.au/sa462)

Services Australia manages all Financial Hardship applications. Call them on 132 300 or 1800 227 475 for more information.

## Client story

### Jenny

Jenny starts receiving services on Wednesday 3 July 2022. She gets nursing services on Mondays, Wednesdays and Saturdays.

In the first week, Jenny will need to pay her Basic Daily Care Fee (BDCF) for five days, Wednesday–Sunday.

Every week after that, until she stops getting Home Care services, or if she goes on some types of leave from her Home Care Package\*, she will need to pay her BDCF for seven days, Monday to Sunday, as she is receiving a Home Care Package, even on the days when she doesn't get services.

\* You can find information on leave in 'Cancelling or suspending services' on pages 40 and 41 of this handbook.

# Understanding your invoices & statements

As a funded Commonwealth Home Support Program, Home Care Package or Fee For Service client, Catholic Healthcare is required to provide you with a monthly invoice and/or statement that itemises goods and services delivered, along with all fees and charges in line with the client agreement and fee schedule as signed and agreed by you.

Catholic Healthcare will make all effort to reconcile service changes, client payments and adjustments, with the invoice sent out by the 17th day of the following month. Due to extra requirements placed on providers from the Improved Payment Arrangements, CHL will issue the HCP Package Statement by the 3rd week of the month following the statement period.

Should there be any delay, Catholic Healthcare will endeavour to communicate the delay and on request will be able to provide a printed copy by post or email.

**CHSP and FFS invoices are relatively straightforward.** See below for an image with explanation of common line items that will appear on your Tax Invoice.

**HCP invoice/statements are a little more complicated and will include:**

- what the Government has paid into your individualised package budget
- the Home Care fees you have agreed with your provider
- a detailed list of the care and services that have been provided under your Home Care Package for that month
- the price for each care and service item
- any unspent funds held by your provider

Any unspent funds must carry over from month to month, and from year to year, for as long as you continue to get a Home Care Package. When the package ends, any unspent funds are calculated, along with the percentage of Government funding (known as Subsidy) and client contributions paid. These funds are returned to the relevant party.

See over the page for sample invoices with explanations of common line items.

## Keeping safe online

The threat of scams and fraud is on the rise, and protecting personal information is more important now than ever before. Unfortunately, older persons, their families and aged care providers are targeted by cybercriminals.

One of the more financially damaging scams is invoice scams with altered payment arrangements or fraudulent banking details.

At Catholic Healthcare, we take cybercrime extremely seriously and safeguarding your personal information is our priority. Catholic Healthcare **will never request** you to change bank account details and/or payment details.

**Some of the warning signs to look out for are:**

- The supplier has provided new bank account details.
- Urgent payment is requested, or you are threatened with serious consequences.
- The email address doesn't look quite right – the domain name doesn't exactly match the supplier's company name.

If you are ever concerned about the security of your account, please **contact the Catholic Healthcare Accounts team on 1800 225 474.**

## UNDERSTANDING YOUR TAX INVOICE: COMMONWEALTH HOME SUPPORT PROGRAMME (CHSP) & FEE FOR SERVICE (FFS)

**Tax Invoice**  
Page 1 of 2  
Catholic Healthcare Limited  
ABN: 69 054 946 318  
PO Box 914  
Macquarie Park, NSW, 1670

John Citizen  
1 Sample Street  
Sydney NSW 2000

**Client Name:** John Citizen  
**Client Number:** 001234  
**Invoice Period:** 01-Dec-21 to 31-Dec-21  
**Invoice Number:** 001234-1234  
**Amount Due:** \$599.99  
**Due Date:** 15-Jan-22

**Your Invoice Overview**

Opening Balance	Payments Received	New Charges	Closing Balance
\$684.99	-\$684.99	+\$563.60	\$563.60

**Your payment options**

- Direct Debit:** A simpler way to pay. To set up a Direct Debit, please contact us on 1800 225 474.
- Electronic Payment:** Catholic Healthcare Limited Bank: Westpac Banking Corporation BSB: 033-287 Account No: 170032 Reference: 001217
- Credit Card Payment:** For telephone credit card payments call 1800 225 474 (Press 1, then 2) Mon-Fri, 8am - 5pm Or visit: www.catholichealthcare.com.au to make a payment via our website
- Cheque:** Return this slip with a cheque made payable to: Catholic Healthcare Ltd PO Box 914 Macquarie Park NSW 1670 Amount enclosed \$ \_\_\_\_\_ Client Name: John Citizen Client Number: 001234

**IMPORTANT NOTICE OF CHANGES**  
Improvements to our 1800 225 474 phone line mean that it is getting easier to speak with our staff. There are now fewer options to select from, creating a better call experience for you.

**Detailed Summary**

Transaction	Transaction Date	Unit	Rate	GST	Total
Balance Brought Forward	01-Dec-21				\$684.99
Payment Received	22-Dec-21				-\$684.99
Personal Care (Mon-Fri 6am-6pm)	03-Dec-21	2	\$64.00	Y	\$128.00
Kilometre	03-Dec-21	4	\$1.25	N	\$5.00
CHSP - Domestic Assistance	06-Dec-21	2	\$15.00	N	\$30.00
CHSP - Domestic Assistance	08-Dec-21	1	\$15.00	N	\$15.00
Social Support (Mon-Fri 6am-6pm)	10-Dec-21	2	\$62.00	Y	\$124.00
Kilometre	10-Dec-21	4	\$1.25	N	\$5.00
CHSP - Care Coordination	13-Dec-21	0.5	\$0.00	N	\$0.00
Centre Based Respite	14-Dec-21	1	\$15.00	N	\$15.00
CHSP - Domestic Assistance	15-Dec-21	1	\$15.00	N	\$15.00
Social Support (Mon-Fri 6am-6pm)	17-Dec-21	2	\$62.00	Y	\$124.00
Kilometre	17-Dec-21	4	\$1.25	N	\$5.00
CHSP - Domestic Assistance	20-Dec-21	2	\$15.00	N	\$30.00
<b>Total</b>					<b>\$563.60</b>

**Total:** Closing Balance - Amount payable  
**Private Services attract GST**

## ACCOUNT SUMMARY

- Address Book:** Client or Biller contact name and address
- Client Name:** Client receiving service
- Client Number:** Known as your Unique Reference Number (URN)
- Invoice Period:** Calendar month being reported
- Due Date:** Payment required on or before this date
- Direct Debit (DD):** If you have set up a DD the amount will be automatically deducted from your nominated account, the invoice is for your information only and no further payment or action is required
- Your Invoice Overview:** A summary of your account balance payable, payments made, new charges for the month and the closing amount payable
- Your Payment Options:** There are many ways to pay. If you haven't done so already, you can set up a DD and have the amount owed automatically paid from your bank account each month
- Detailed Summary:** This includes the following transactions:
  - Balance Brought forward from last month
  - Payments received
  - CHSP New Charges payable listing all transactions for the invoice period - service type and contribution payable
  - Fee for service (private) includes travel to home kilometre charge for each service delivered
- Total:** Closing Balance - Amount payable
- Private Services attract GST**

## UNDERSTANDING YOUR INVOICE: HOME CARE PACKAGE (HCP)

**Tax Invoice**  
Page 1 of 2  
Catholic Healthcare Limited  
ABN: 69 064 946 318  
PO Box 914  
Macquarie Park, NSW, 1670

John Citizen  
1 Sample Street  
Sydney NSW 2000

**Client Name:** John Citizen  
**Client Number:** 123456  
**Invoice Period:** 01-Oct-21 to 31-Oct-21  
**Invoice Number:** 123456-1111  
**Amount Due:** \$527.31  
**Due Date:** 15-Nov-21

**Your Invoice Overview**

Opening Balance	Payments Received	New Charges	Closing Balance
\$360.30	-\$360.30	\$527.31	\$527.31

**Your payment options**

- Direct Debit:** A simpler way to pay. To set up a Direct Debit, please contact us on 1800 225 474.
- Electronic Payment:** Catholic Healthcare Limited Bank: Westpac Banking Corporation BSB: 033 287 Account No: 170002 Reference: 031217
- Credit Card Payment:** For telephone credit card payments call 1800 225 474 (Press 1, then 2) Mon-Fri, 9am-5pm. Or visit [www.catholichealthcare.com.au](http://www.catholichealthcare.com.au) to make a payment via our website.
- Cheque:** Return this slip with a cheque made payable to: Catholic Healthcare Ltd PO Box 914 Macquarie Park NSW 1670. Amount enclosed \$527.31. Client Name: John Citizen Client Number: 123456.

**IMPORTANT NOTICE OF CHANGES**  
Improvements to our 1800 225 474 phone line mean that it is getting easier to speak with our staff. There are now fewer options to select from, creating a better call experience for you.

Page 2 of 2

**Detailed Summary**

Transaction	Transaction Date	Unit	Rate	GST	Total
Balance Brought Forward	01-Oct-21				\$360.30
Payment Received	15-Oct-21				-\$360.30
Basic Daily Fee Transaction	31-Oct-21	1	\$101.99		\$101.99
Income Tested Care Fee Transaction	31-Oct-21	1	\$270.32		\$270.32
Client Top-Up Contribution	31-Oct-21	1	\$155.00		\$155.00
<b>Total</b>					<b>\$527.31</b>

Includes 30 amount GST

### ACCOUNT SUMMARY

- 1 Address Book:** Client or Biller contact name and address
- 2 Client Name:** Client receiving service
- 3 Client Number:** Known as your Unique Reference Number (URN)
- 4 Invoice Period:** Calendar month being reported
- 5 Due Date:** Payment required on or before this date
- 6 Direct Debit (DD):** If you have set up a DD the amount will be automatically deducted from your nominated account, the invoice is for your information only and no further payment or action is required
- 7 Your Invoice Overview:** A summary of your account balance payable, payments made, new charges for the month and the closing amount payable
- 8 Your Payment Options:** There are many ways to pay. If you haven't done so already, you can set up a DD and have the amount owed automatically paid from your bank account each month
- 9 Detailed Summary:** This includes the following transactions:
  - Balance Brought forward – Closing balance or amount payable from last month
  - Payments received during the invoice period
  - New Charges payable by you, as applicable to your account e.g. Basic Daily Care Fee
  - Refer to your statement for your comprehensive transaction list.
- 10 Total:** Closing Balance - Amount payable



## UNDERSTANDING YOUR STATEMENT: HOME CARE PACKAGE (HCP)

**Tax Invoice**  
Page 1 of 3  
Catholic Healthcare Limited  
ABN: 69 064 946 318  
PO Box 914  
Macquarie Park, NSW, 1670

John Citizen  
1 Sample Street  
Sydney NSW 2000

**Client Name:** John Citizen  
**Client Number:** 999999  
**Statement Period:** 01-Mar-23 to 31-Mar-23  
**Statement Date:** 31-Mar-23

**This is a Statement Only**  
Please refer to your Tax Invoice for any payment that may be due if you make contributions to your package.

**Dear John**  
Here is your monthly Package Statement for March.

**6 Overview**

Opening Budget	Package Income	Package Expenditure	Closing Budget
\$1,100.80	\$3,086.36	\$2,479.25	\$1,707.91

Rolled over from last month: +  
Yours and the Government's contribution plus any adjustments made this month: +  
Cost of the services that you have received this month: -  
Amount of funds available for you to use: =

**IMPORTANT NOTICE OF CHANGES**  
Due to extra requirements placed on providers from Improved Payment Arrangements, CHL issues statements in the 3rd week of the month following the statement period. (Postal delivery may add an extra week to date of receipt. Sign up to email today.)

### ACCOUNT SUMMARY

- 1 Address Book:** Client or Biller contact name and address
- 2 Client Name:** Client receiving service
- 3 Client Number:** : Known as your Unique Reference Number (URN)
- 4 Statement Period:** Calendar month being reported
- 5 This is a Statement Only:** This is not a tax invoice and no payment required
- 6 Overview:** Provides a summary of your account including:
  - Opening Budget: *over or unspent funds*
  - Package income
  - Package Expenditure: *Fees, goods & services*
  - Closing Budget: *over or unspent funds.*

Client Name John Citizen  
Client Number 999999

**7 Package Income Summary** *Number of payable days claimed this month - 31 (HCP Level 3)*

Transaction Date	Unit	Rate	Total
Basic Daily Fee Transaction	31-Mar-23	31	\$101.99
Client Contribution Adjustments	31-Mar-23	1	\$7.56
Income Tested Care Fee Transaction	31-Mar-23	31	\$520.49
Your Contribution Total			\$630.04
<b>Government Contribution</b>			
Funding Allocation Adjustment	31-Mar-23	1	-\$7.56
Package Subsidy Level	31-Mar-23	31	\$2,984.37
Income Tested Care Fee Reduction	31-Mar-23	31	-\$520.49
<b>Package Income Total</b>			<b>\$3,086.36</b>

**8 Package Expenditure Summary**

Transaction Date	Unit	Rate	Total
Kilometre	01-Mar-23	5	\$6.25
Combined Service (Mon-Fri 6am-6pm)	01-Mar-23	2	\$136.00
Kilometre	07-Mar-23	5	\$6.25
Cleaning and Household Tasks (Mon-Fri 6am-6pm)	07-Mar-23	2	\$128.00
H&W Walking with Confidence Program - Community Worker Only	07-Mar-23	2	\$136.00
H&W Walking with Confidence Program - Community Worker Only	13-Mar-23	2	\$136.00
Kilometre	13-Mar-23	5	\$6.25
Cleaning and Household Tasks (Mon-Fri 6am-6pm)	14-Mar-23	2	\$128.00
Personal Alarm/Monitoring	18-Mar-23	1	\$165.00
Equipment Purchase	27-Mar-23	1	\$495.00
Combined Service (Mon-Fri 6am-6pm)	29-Mar-23	2	\$136.00
Kilometre	29-Mar-23	5	\$6.25
Combined Service (Mon-Fri 6am-6pm)	30-Mar-23	2	\$136.00
Kilometre	30-Mar-23	5	\$6.25
Lvl 3 Care Management (Fully Managed)	31-Mar-23	31	\$542.50
Lvl 3 Package Management	31-Mar-23	31	\$310.00
<b>Package Expenditure Total</b>			<b>\$2,479.25</b>

Client Name John Citizen  
Client Number 999999

**9 Home Care Package remaining balance**

	Balance held as at 28 February 2023	Balance held as at 31 March 2023
Your unspent subsidy held by Catholic Healthcare	\$54.50	\$341.58
Your unspent client contributions	\$21.95	\$0.00
Your unspent subsidy held by Services NSW	\$1,023.63	\$1,366.33
<b>Total</b>	<b>\$1,100.08</b>	<b>\$1,707.91</b>

**10 Understanding your Package Income**

**Basic Daily Fee (BDF)**  
All clients pay the Basic Daily Fee as a contribution towards the services they receive. This daily fee is reviewed and set by the Australian Government twice a year, in which increases to the Aged Pension

**Government Adjustments**  
From time to time, we may need to make some adjustments to your budget. This may be the result of a revised Income Tested Care Fee or because of any leave you may have taken.

**Package Subsidy**  
Your basic subsidy daily rate is \$96.27. The Australian Government pay Catholic Healthcare a monthly subsidy on behalf of each person who has entered into a Home Care Package agreement with us. The basic subsidy rate depends on the package level assigned by My Aged Care. The daily rate listed above not include any additional supplements, approved supplements shown in Government Contribution on Page 2.

**Income-Tested Care Fee (ITCF)**  
The Income-Tested Care Fee is an extra contribution that some people may be asked to pay, as determined by an income assessment from Centrelink. This fee is different for everyone and reduces your Government Subsidy amount. There are annual and lifetime caps on how much you pay.

**Temporary Leave**  
When temporary leave is taken it may affect the basic subsidy rate and applicable supplements.

- After 28 consecutive days of Hospital and Transition leave your daily rate will be payable at 25% of the basic subsidy rate.
- After 28 cumulative days of Respite and Social leave, your daily rate will be payable at 25% of the basic subsidy rate.

For more information on how temporary leave affects your package, please visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

**7 Package Income Summary:** Itemized packaged income

- Your total contribution of Fees and Contributions as *applicable*
- Unit = number of days in the calendar month

**8 Package Expenditure Summary:** A detailed transaction history of expenses for the month including, but not limited to:

- Good and Services
- Fee charges such as;
  - + Kilometre – travel to service or client Transport
  - + Purchase fee for goods purchased through the package funds
  - + Late cancellation of Service
  - + Care Management and Package Management, which varies depending on your package level. (*Units listed represents the number of days in that calendar month*).

**9 Home Care Package remaining balance:** Provides a breakdown balance of unspent funds and where those funds are held and drawn down from:

- Catholic Healthcare
- Client contributions
- Service NSW.

**10 Understanding your Package Income:** Provides the definition of Package income and how income is adjusted in relation to package leave.

# Client story

## Yashwant

Yashwant is in his 80s and on a Level 3 package. He has accrued approximately \$5,000 in unspent funds. Yashwant needs a new set of hearing aids. He can get these devices fully subsidised under the Australian Government Hearing Services Program. He has decided, however, that he would like to use his unspent funds to get different hearing aids that are partially subsidised or not available through the Hearing Services Program.

Yashwant's Care Manager meets with him to discuss his unspent funds. Yashwant notifies her that he would like to use \$3,000 of his package towards a new pair of hearing aids. He thinks the more expensive ones look better, and his neighbour has told him that because they are more expensive, they will last longer than the ones that are funded through the Hearing Services Program.

Yashwant's case manager explains to him that unfortunately, his package cannot be used for care, services or purchases that are already available through publicly funded programs. She then explains to Yashwant why the hearing aids from the Hearing Services Program are appropriate to meet his needs.

# Cancelling or Suspending Services

You can take a break from receiving your Home Care services. When suspended for more than a day, this is called Leave.

In all instances, you are required to inform Catholic Healthcare you are taking leave, including the **start date, duration of leave** and **return to service date**, beforehand or as soon as practicable, by calling 1800 225 474.

Our Customer Care Team can assist you to manage your service, inform your HCP Care Advisor and/or CHSP Coordinator, along with the Rostering Team, to action and document your requested change.

Examples of cancellation and leave include:

- **One-off cancellation** – such as for an appointment at the normal scheduled time of service, if you are unwell or do not wish for services that day
- **Suspension, known as Leave**, from a program or package of care
  - for a **hospital** stay, your services are placed on **hold**, as the discharge date from hospital is unknown. Services can be reactivated quickly upon notification of discharge from hospital
  - for **transition care** (following a hospital stay), services are **cancelled** for the duration of the transitional care agreement
  - to receive **residential respite** care, home care services are **cancelled** for the duration of residential respite
  - **other reasons** (package suspended for example, for social leave for a holiday with family). Services are **cancelled** for the duration of leave.

As a funded service, we:

- are not able to deliver services during the period you have taken leave
- when informed by you, restart your services when you return from leave
- inform you of any changes to your Home Care fees and the costs charged to you.

## IMPACT OF LEAVE ON FEES AND CHARGES YOU MAY PAY

Where a service cancellation has taken place without 48 hours' notice, a service cancellation fee may be charged as per your CHSP Home Support Agreement (Section 5) or HCP Home Care Agreement (Annexure 6 Home Care Pricing Schedule). If you are unsure, discuss with a member of the Customer Care Team.

## FEES WHILE ON LEAVE FROM A HOME CARE PACKAGE (HCP)

You may be required to pay ongoing fees while you are on leave from a Home Care Package (HCP), depending on why you are taking leave, and for how long. Cancellation fees will also apply, depending on the notice provided.

The table opposite explains what HCP fees you may need to pay for the different types of leave and when you would need to pay them.

Your leave balance resets each year on 1 July, and if your package level changes at any time. If you change providers, your leave balance transfers with you.

Leave Type	Government Subsidy Payable	Basic Daily Care Fee Payable	Income Tested Care Fee Payable
<b>Hospital</b>	Full basic subsidy rate up to 28 consecutive days in a financial year, for each occasion of hospitalisation or transitional care, * including primary supplements that apply. From day 29, the subsidy reduces to 25% of the basic subsidy rate & primary supplements are not payable with the exception of hardship and viability supplements.	Yes	Yes  Payable at the full rate for 28 <b>consecutive</b> days, after which you can be asked to pay the lesser of your Income Tested Care Fee or 25% of the basic subsidy rate for your package level.
Transition Care (short-term specialised care post hospital stay, with ACAT approval you can receive services up to 84 days per occasion)  For more information: Transition care   My Aged Care <a href="http://myagedcare.gov.au/short-term-care/transition-care">myagedcare.gov.au/short-term-care/transition-care</a>		No	
Residential Respite (access up to 63 days of subsidised care in a financial year – planned and emergency; it is possible to extend by 21 days with ACAT approval)  For more information: Transition care   My Aged Care <a href="http://myagedcare.gov.au/short-term-care/transition-care">myagedcare.gov.au/short-term-care/transition-care</a>	Full subsidy up to 28 cumulative days in a financial year, *including primary supplements that apply.  From day 29 subsidy reduces to 25% of the basic subsidy rate & primary supplements are not payable with the exception of hardship and viability supplements.	No	
Social Leave (package suspended for any other reason)		Yes	

\* Primary supplements are oxygen, enteral feeding, dementia and cognition, and veterans.



# Feedback, complaints & advocacy

## **FEEDBACK AND COMPLAINTS: YOUR VOICE AS OUR CUSTOMER**

Catholic Healthcare acknowledges that feedback and complaints provide a valuable source of insight into the care and services it provides. Feedback (including compliments and complaints) is considered important information that assists Catholic Healthcare to review and improve the quality of care and services across the organisation.

Catholic Healthcare is committed to:

- Providing access to advocates, language services and other methods for providing feedback, raising and resolving complaints
- Ensuring that our clients and their family, friends and carers are aware of the feedback and complaints process, and are supported in making a complaint or providing feedback when they need to
- Assisting in accessing external, alternative complaints-handling options

- Taking appropriate action in response to a complaint and, when things go wrong, ensuring that an apology is made and a factual explanation, potential consequences and steps to prevent it happening again are clearly communicated
- Protecting the identity of any person who provides anonymous or confidential feedback or complaints.

If you have any feedback or wish to make a complaint, you can let us know by:

- Calling our Customer Care Team on 1800 225 474
- Completing a Feedback and Complaints Form, which can be found on our website at: [catholichealthcare.com.au/contact/complaints](http://catholichealthcare.com.au/contact/complaints).
- Writing to:  
Regional Manager, Home & Community Services c/-  
Catholic Healthcare  
PO Box 941  
Macquarie Park NSW 1670.

Feedback and complaints also include occasions of elder abuse. Catholic Healthcare has zero tolerance for elder abuse. All staff are trained to identify and respond to the abuse of an older person. Our policies and procedures provide a framework for staff and volunteers, where the abuse of an older person may be suspected, witnessed or disclosed.

If you raise a complaint, please be assured that we take your need for confidentiality in these matters very seriously and promise to investigate and respond to all feedback and/or complaints promptly and sensitively.

## EXTERNAL COMPLAINT BODIES

### Aged Care Quality and Safety Commissioner

GPO Box 9819  
IN YOUR CAPITAL CITY

Email: [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)  
Phone: 1800 951 822  
Website: [agedcarequality.gov.au](http://agedcarequality.gov.au)

### NSW Elder Abuse Helpline and Resource Unity (EAHRU)

Level 6, 93 George Street  
Parramatta, NSW 2150

Email: [nswadc@adc.nsw.gov.au](mailto:nswadc@adc.nsw.gov.au)  
Helpline: 1800 628 221  
(Mon to Fri 8:30am to 5pm)  
Website: [ageingdisabilitycommission.nsw.gov.au](http://ageingdisabilitycommission.nsw.gov.au)

## ADVOCACY

If you would like to speak to an independent adviser about your concerns, community advocacy services may be able to help you.

Advocacy services are free, confidential and independent.

**NACAP** – National Aged Care Advocacy Program provides free and confidential advocacy support to older people and their carers. It also helps Aged Care service providers to understand their responsibilities and the consumer rights of the people they care for.

Email: [NACAP@health.gov.au](mailto:NACAP@health.gov.au)

**OPAN** – Older Persons Advocacy Network provides free and confidential assistance with advocacy, information and education relating to government-funded services.

Email: [enquiries@opan.com.au](mailto:enquiries@opan.com.au)  
Phone: 1800 700 600

### New South Wales Seniors Rights Service

Level 4, 418A Elizabeth Street  
Surry Hills, NSW 2010

Phone: (02) 9281 3600 or 1800 424 079  
Email option available via the website: [seniorsrightsservice.org.au/contact-us/](http://seniorsrightsservice.org.au/contact-us/)  
Website: [seniorsrightsservice.org.au](http://seniorsrightsservice.org.au)

### Queensland Aged and Disability Advocacy Australia (ADA Australia)

121 Copperfield Street  
Geebung, Qld 4034

Email: [info@adaaustralia.com.au](mailto:info@adaaustralia.com.au)  
Phone: (07) 3637 6000 or 1800 818 338  
Website: [adaaustralia.com.au](http://adaaustralia.com.au)

## SPECIALIST COMMUNICATION SERVICES

### National Relay Service

If you are deaf and/or find it hard hearing or speaking with people who use a phone, the National Relay Service (NRS) can help you.

TTY (Teletype or text telephone):  
133 677

Voice Relay: 1300 555 727  
SMS Relay: 0423 677 767

### Translating and Interpreting Services (TIS)

If you require translating or interpreter services, you can contact Translating and Interpreting Services. TIS provides immediate phone interpreting (24 hours, every day of the year)

Phone: 131 450 (within Australia)  
Phone: +613 9268 8332 (outside Australia)



# Appendix

## HOW CAN I USE MY HCP BUDGET?

**Inclusions** – Your HCP can be used to purchase care and services including, but not limited to, the services listed below. Please refer to the Homecare Package Manual for Care Recipients on the Department of Health and Aging website; health.gov.au, for a full list of inclusions.

Care and service type	Typical services
Personal services	Bathing, showering, toileting, dressing/undressing, getting in and out of bed, washing and drying hair, shaving, and reminding you to take your medication
Nursing*	Wound care management, medication support, such as prompting and assisting you to take prescribed medication from a dose administration aid, general health and clinical assessments, including health observation and reporting
Allied health and therapy services	This may include speech therapy, podiatry, occupational or physiotherapy services and other clinical services, such as hearing and vision services
Nutrition, hydration, meal preparation and diet	Assistance with preparing meals, including special diets for health, religious, cultural or other reasons, assistance with using eating utensils and assistance with feeding
Continence management	Assessment for, providing, and assistance in using continence aids and appliances, such as disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances
Mobility and dexterity	Providing crutches, quadruped walkers, walking frames, walking sticks, wheelchairs, mechanical devices for lifting, bed rails, slide sheets, tri-pillows, pressure-relieving mattresses and assistance using these aids
Transport and personal assistance	Assistance with shopping, cleaning and household tasks, visiting health practitioners, emotional support, social support and attending social activities
Management of skin integrity	Providing bandages, dressings and skin emollients, observations and feedback for clinical if required
Support for cognitive impairment	Individual therapy, activities and access to specific programs designed to prevent or manage a particular condition or behaviour, enhance quality of life and provide ongoing support
Cleaning and household tasks	Help with making beds, ironing, laundry, dusting, vacuuming and mopping
Home maintenance	Minor home maintenance, such as cleaning gutters, minor modifications to the home, assistance with accessing technical assistance for major modifications to the home, and advising you of areas of concern regarding the safety of your home
Light gardening	Light weeding and pruning, lawn mowing, or minor garden maintenance
In-home respite	A care worker supporting you in your home for a short period of time (for example, when your carer is away or unavailable)
Care management	Administering your Home Care Package, reviewing your Home Care Agreement or care plan, preparing your monthly statements, following up on feedback, monitoring brokered services and managing your package funds
Activities of daily living	Help with communication, including assistance to address difficulties arising from impaired hearing, sight or speech, or lack of common language, assistance with the fitting of sensory communication aids, checking hearing aid batteries, cleaning spectacles and assistance in using the telephone
Telehealth	Support for video conferencing and digital technology (including remote monitoring) to increase access to timely and appropriate care
Assistive technology	Devices that help with mobility, communication and personal safety
Aids and equipment	Particularly those that assist a person to perform daily living tasks. Your Home Care Agreement needs to specify whether it is leased or who owns the item and who is responsible for ongoing maintenance and repair costs

**Exclusions** – Your HCP can be used to pay for goods or services including, but not limited to, the goods and services below. Please refer to the Homecare Package Manual for Care Recipients found in the Department of Health and Aging website; health.gov.au, for a full list of exclusions.

Excluded item	Example
Items that would normally be purchased out of general income	<ul style="list-style-type: none"> <li>Household bills, such as electricity and gas</li> <li>Purchase of a car or petrol</li> <li>Funeral cover</li> <li>Household furniture</li> <li>Solar panels</li> <li>Pet care – i.e. grooming</li> <li>Servicing gas heaters</li> <li>Phone and/or internet plan</li> <li>Entertainment activities, such as streaming subscriptions</li> </ul>
Payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent	<ul style="list-style-type: none"> <li>Home ownership expenses such as rates</li> <li>Home and contents insurance</li> </ul>
Payment of Home Care fees	<ul style="list-style-type: none"> <li>Basic Daily Care Fee</li> <li>Income Tested Care Fee</li> <li>Additional fees</li> <li>Funeral Fees</li> </ul>
Payment of fees or charges for other types of care funded or jointly funded by the Australian or State/Territory Government/s	<ul style="list-style-type: none"> <li>Transition Care Fees</li> <li>Services that can be covered by the public health system</li> <li>Payment of services and items covered by the Medicare Benefits Schedule and the Pharmaceutical Benefits Scheme</li> <li>Aids and equipment scheme, patient transport and accommodation (IPTASS) and sensory impairment support schemes (e.g. hearing aids)</li> </ul>
Home modifications or assets that are not related to your care needs	<ul style="list-style-type: none"> <li>House modifications that add capital value to the property or exceed what is essential for functional safety, such as household security alarms and replacing gutters</li> </ul>
Holidays, gambling, entertainment activities	<ul style="list-style-type: none"> <li>Travel and accommodation</li> <li>Club memberships</li> <li>Tickets to sporting events</li> <li>Tickets to cinema or theatre events</li> </ul>
Buying food	<ul style="list-style-type: none"> <li>Groceries and take away meals</li> <li>Food component of a meals service, such as Meals on Wheels</li> </ul> <p>The only exception is in the case of enteral feeding requirements as prescribed by a health practitioner</p>
Services on behalf of another household member	<ul style="list-style-type: none"> <li>Clothes washing</li> <li>Bedrooms not that of the client</li> <li>Bathrooms not utilised by the client</li> <li>Transportation, unless specifically travelling with, and supporting, the client</li> </ul>

\*All nursing/allied health and therapy services must be provided by an accredited provider i.e. AHPRA and when not concurrently being funded by another state or commonwealth government program.





**Contact us**

Suite 1, Level 5, 15 Talavera Road  
Macquarie Park NSW 2113  
1800 225 474

[catholichealthcare.com.au](http://catholichealthcare.com.au)