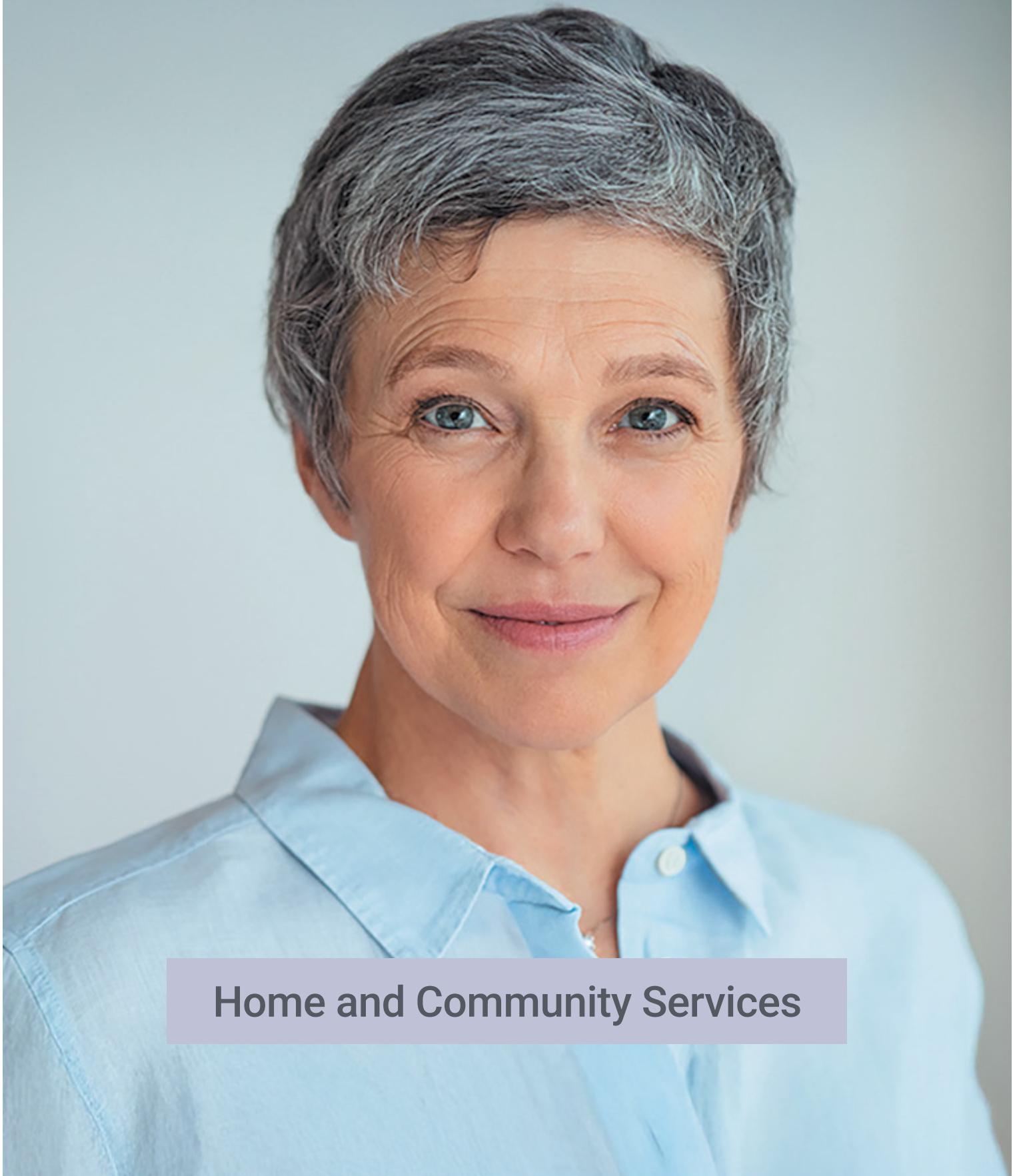


# Client Handbook



**Home and Community Services**

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Scan the QR code to view our contact information or access translation support.



Catholic Healthcare acknowledges the Traditional Custodians of the lands on which we live, work, and care. We pay our respects to Elders past and present, and honour the enduring connection of Aboriginal and Torres Strait Islander peoples to Country.



# Welcome

On behalf of the team at Catholic Healthcare, we are delighted you have chosen us as your Support at Home 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 will find an introduction to care and services available, important information for your health and safety, and an explanation of the different government funded programs and private services payment options available to you.

If you have any questions not answered by this handbook, please contact our friendly team on 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 30 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.

	<b>VISION</b>	A world where older thrive.
	<b>MISSION</b>	Catholic Healthcare promotes the dignity, life and spirituality of older people through connected and inclusive communities.
	<b>VALUES</b>	<ul style="list-style-type: none"><li>• Courage</li><li>• Compassion</li><li>• Integrity</li></ul>

## Our people

Our team is our most valuable asset. Our multidisciplinary teams, from Customer Care to your dedicated Care Partner team, 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

## INSPIRIT PROMISE OF CARE

At Catholic Healthcare, you are never just supported – you are truly understood. We believe ageing is a time to embrace, and every person deserves to live well and age well with respect, meaning, and connection.

That is why we created Inspirit – our relationship-centred promise of care that puts you first. We take the time to learn your story, your values, your preferences, and your goals, so your experience with us reflects what matters most to you.

Whether it is choosing your next lifestyle move, remembering how you like your tea, or supporting your independence, Inspirit guides everything we do.

Your care plan or living arrangement is shaped with you, giving you a voice over how you wish to live each day. To us, care is not just a service – it is a relationship, a partnership, and a shared journey. One where you feel valued, empowered, and embraced for who you are.

With Inspirit, we are not just providing care – we are building relationships and creating spaces where you are seen, heard and known.

What matters to you, matters to us.



### Health

You feel confident and empowered to make choices about your care.



### Heart

You are surrounded by love, compassion, and meaningful relationships.



### Home

You live your way in the place that feels most like home.



### Hope

You feel a sense of purpose, value and meaning every day.

# Keeping in touch

If you have a question about your care, your invoices or need to reschedule your services, please contact us to speak to our friendly Customer Care team.

## HOURS OF OPERATION

### Weekdays

7.00am to 5.30pm

### Weekends & Public Holidays

8.00am to 4.00pm

Employees are available during this time to respond to client calls. If the Customer Care line is busy or you call outside of 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 Partner teams
- 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 possible 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 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 the day, your carer, family, and police will be notified to undertake a welfare check.

## CONTACT US



**Phone: 1800 225 474** and follow the step by step prompts to be connected with the Customer Care team. (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 Partner team and the role everyone plays in your care management and reviews.

## CLIENT/CONSUMER/CUSTOMER

That is you – the recipient of a government-funded program such as a Commonwealth Home Support Program (CHSP)\*, Support at Home (SaH) or support provided as a Private Services client.

## REGISTERED SUPPORTERS

Someone who is registered with the government via My Aged Care as your supporter. The person may be a family member, friend, carer or someone else you trust. You can have more than one supporter.

A registered supporter can request information about you from us, and speak for you, provided they are acting in your best interests and telling us what you would like. We can also share with them information about you and your care and services, provided that you consent.

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

## REGISTERED DECISION-MAKING SUPPORTERS

These supporters have the authority to make decisions for you, if you are no longer able to do so. They are also registered with the government. They must be formally appointed e.g. under an enduring power of attorney, health attorney (QLD), enduring form of guardianship or Court or Tribunal order. We must give your registered decision making supporters any information or document that we must or may give to you.

## EMERGENCY CONTACT

Refers to the registered supporter 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)

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

## CATHOLIC HEALTHCARE TEAM

Is known as your Registered Provider and nominated by you to manage your care and support. Your Care Partner teams works with you understand your care needs, plan your care and provide in line with your care plan. If your care needs change, your Care Partner team will work with you to ensure you get the care plan you need when you need it.

Depending on the package of services, your Care Partner 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 Partners – case managers for Support at Home 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 and Pastoral Care Coordinators
- Volunteers
- Maintenance Officers – support with basic home maintenance and gardening
- Business and Regional Managers.

## APPROVED NEEDS ASSESSORS

Approved Needs Assessors are persons who are approved by government to assess your care needs and help you access the appropriate levels of support. They can include nurses, allied health and other qualified persons. Approved Needs Assessors can conduct comprehensive assessments for individuals who may benefit from access to one or more of the broad range of funded aged care services and programs available. This can range from domestic assistance, personal care, home modifications nursing and allied health services, respite and residential services. Aged care needs assessment is an important step in the process of obtaining government approval for you to access funded aged care services.

# Your Support at Home (SaH) 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 PROGRAM (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 connection, 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.

## SUPPORT AT HOME PROGRAM (SaH)\*

Support at Home is a coordinated package of care and services designed to meet the assessed needs of older people who qualify for funded aged care services.

Care and services can include ongoing support or short-term interventions, depending upon individual assessed needs.

Short-term interventions can include restorative care to help regain or maintain independence, assistive technology and home modifications in the home and end of life care for those who need it. Depending on assessed needs, the ongoing supports can include the provision of clinical supports such as nursing, occupational therapy, physiotherapy, or others supports to promote independence, such as personal care, social supports, transport, respite care and supports for everyday living.

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

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

## CARE OVERVIEW

<b>Minimal support</b>	Light housework, meal delivery, welfare check-ins. For largely independent individuals.
<b>Restorative Care Pathway</b>	Care that focuses on early intervention through intensive clinical care, support and monitoring to maintain or regain function, reduce or prevent functional decline.
<b>Light personal care</b>	Assistance with dressing, showering, medications, and social activities.
<b>Moderate support</b>	Regular personal care, mobility aid support, meal prep, household cleaning.
<b>High-frequency support</b>	Daily routines assistance, home modifications, toileting, continence care.
<b>Daily support &amp; health coordination</b>	Hoists, transfers, transport to medical appointments, in-home safety monitoring.
<b>Comprehensive care</b>	Nursing support (wound care, medication), continence management, allied health therapies.
<b>Intensive daily care</b>	Assistance with all daily living activities, complex health conditions, dementia support.
<b>Highest level of care</b>	Palliative care at end-of-life to rapidly deliver intensive personal care, clinical supports, equipment, and practical help so individuals can receive dignified person-centred end-of-life support in the setting of their choice.

## PRIVATE HOME CARE

If you require immediate support while waiting for SaH or CHSP funding, or prefer not to use a government subsidy at all, you can pay as you go (also referred to as 'Self-Funded Services') to access Home Care Services. This also applies to individuals who do not meet the criteria for funded services.



# Your Service Agreement & Care Plan

Your Multi-Program Service Agreement includes Terms and Conditions of service delivery, a care plan that includes your goals and how we will work together to achieve your goals, the Aged Care Statement of Rights, Summary of Services, Price Guide, Client Contributions, External Advocacy and Complaints Agencies.

If you are receiving a Support at Home (SaH) Package from us, the Agreement also includes a quarterly budget and fee schedule that includes the costs and fees as part of the agreed care plan.

## YOUR CARE PLAN

Our employees deliver on the care and services identified in your My Aged Care support plan which informs your Catholic Healthcare ongoing 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 Partner team for ongoing changes.

# What services can I access?

## **WE ARE 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 and the community, 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 will work with you to develop the right solutions to empower you to optimise your independence at home in the community.



# Catholic Healthcare App

## Care at your fingertips

Features of the Catholic Healthcare App include:



### ACCESS IMPORTANT DOCUMENTS

Retrieve essential documents related to your care, such as invoices, care plans, service agreements, and more.



### VIEW YOUR SCHEDULE

Keep-up-to-date with your upcoming services and the carers scheduled to visit you.



### CHANGE OR CANCEL SERVICES

Easily change or cancel services through the App, ensuring your care plan adapts to your needs.



### REQUEST A SERVICE

Request additional services, whether it is a once-off request or an ongoing care need.



### PROVIDE SERVICE FEEDBACK

Provide feedback directly through the App, giving you a voice in your care process.

## How to get the Catholic Healthcare App:

### Step 1 Download the App

Download the App by scanning the QR code opposite or by searching for Catholic Healthcare in the App Store or Play Store. You will need to accept all permissions to avoid access issues.



### Step 2 Log in

Log in using your mobile number. If your number is registered with us, you will receive a SMS with a validation code.

### Step 3 Connect with us

Use the App to start connecting with us.

For help with the CHL App or setup, call 1800 225 474.



# 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
- Personal 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
- Light housekeeping
- Declutter and organisation
- Handyman repairs

## CLINICAL SERVICES

Specialist support in the convenience of your home, Health and Wellness Centre, or trusted practice.

Services include wound care, continence support, symptom monitoring, medication administration, clinical assessments to monitor health changes and guide care needs, along with specialist nursing delivered as part of multidisciplinary clinical support (e.g. palliative-focused nursing).

“

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

### A HAPPIER AND HEALTHIER YOU

Mind+Move is an exclusive health and wellness program for seniors to attend in person or online. Our Health and Wellness centres are located in multiple locations across NSW and support a diverse and exciting range of health and wellness activities taught by leading professionals.

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

**We also run a number of Mind+Move activities from satellite sites around the region to provide better access for you in your local community.**

**Visit [www.catholichealthcare.com.au/](http://www.catholichealthcare.com.au/) or call our Customer Care team on 1800 225 474 for sessions near you.**



# Health & wellness programs

Our health and 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, brain health and mobility and build on social connections.

## HEALTH & WELLNESS PROGRAMS

- **Stepping On or In-home exercise** – delivered by a team of allied health and trained fitness instructors to provide tailored exercises for you to improve balance, reduce falls, and maintain mobility and independence.
- **Mind+Move** – offers a diverse and exciting range of leisure and wellness activities aimed keeping you in shape and providing social connections.
- **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 youself.

For more information on these and other Health & Wellness programs, please contact the Customer Care team on 1800 225 474.

# Client story

## Donna Holohan Central Coast

“

I bless the day I attended my first Mind+Move class! It has brought such joy to my life. I love the social aspect of the classes and have met many new friends. I believe that I am fitter physically and my mental health has improved dramatically. Our fitness instructor has a great deal to do with my utter satisfaction of the program. She is the happiest, friendliest person who consistently praises our efforts and tells us how proud we make her when we learn a new move or skill. The dance class is my absolute favourite! I don't feel embarrassed to let myself dance freely (even though I don't have a coordinated bone in my body) and have a great deal of fun thanks to the instructors easy going teaching style and obvious love of dance and music. It is a pleasure to participate in these classes, so much so that I travel 45 minutes each week to attend a different venue as well as the one close to home. The experience is so worth the trip! I come away from every class having laughed and totally enjoyed myself.





# Care for the Heart, Mind and Spirit

Spiritual and Pastoral Care services is a fundamental ministry in the Catholic Tradition and an integral part of our Home Care Services teams.

Our dedicated team of professional and inclusive Spiritual and Pastoral Care Coordinators and volunteers provide spiritual and pastoral care throughout life's journey, honouring each person's background, faith, or belief system. We help facilitate connections aligned with each person's personal preferences, supporting them to find meaning, purpose, and hope.

Our spiritual and pastoral care services include:

- Emotional and spiritual support
- Support of personal or religious practices through rituals such as sacramental services
- Provide comfort through grief and loss
- Create space to share stories and emotions
- Help explore life's meaning and purpose
- Gently support conversations around suffering
- Reconnect people with what matters most
- Be present with empathy and care.

# 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

- **Thornleigh** – Lebanese Wellness Social Group
- **Wahroonga** – Chantal Respite Cottage
- **West Ryde** – Lebanese Wellness Social Group
- **Willoughby** – Wellness Centre

## REGIONAL NSW

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

## OVERNIGHT RESPITE\*

- **Dubbo** – Bielle Respite Cottage

## Client Story Eileen & Bill



My wife Eileen was initially unsure about attending Chantal Cottage, hesitant about how she would feel in a new environment. The Catholic Healthcare team encouraged us to experience a trial day and to Eileen's surprise she enjoyed herself, so much so that at the end of day she confidently told employees she would be back with a smile. Eileen started attending day respite twice a week, her husband noticing the positive change in Eileen who was more engaged at home too. Chantal Cottage had become a place of joy and renewed vitality for her.

Bill, Registered Supporter.

\*Overnight respite is only available at Bielle Respite Cottage, Dubbo



# 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 Partner 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 registered supporter/s.

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 registered supporter/s, your doctor, care partner 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 registered 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 care plan is in place, emergency services will be informed.



## STRENGTHENED 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 of seven individual standards:

### There are 7 strengthened Aged Care Quality Standards



#### Standard 1: The individual



#### Standard 2: The organisation



#### Standard 3: The care and services



#### Standard 4: The environment



#### Standard 5: Clinical care



#### Standard 6: Food and nutrition



#### Standard 7: The residential community

The standards provide a framework of core requirements for quality and safety. Catholic Healthcare constantly reviews policy and procedure, and monitors and evaluates our employees, 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](http://agedcarequality.gov.au/consumers/standards/resources) or ask your Catholic Healthcare representative for more information.

# 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.

Your attorneys and guardians can be registered as decision-making supporters. (Refer page 9). Doing so, will be helpful for you and for us in providing you with care and services.

## ENDURING GUARDIANSHIP

An Enduring Guardianship 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.

## PRIVACY

Catholic Healthcare is subject to privacy laws and is committed to protecting the personal information we hold. Our Privacy Policy and Collections Statement has been developed in accordance with the Australian Privacy Principles and is available on our website. If you have any questions about privacy at Catholic Healthcare please email [privacy@chcs.com.au](mailto:privacy@chcs.com.au)

## VOLUNTARY ASSISTED DYING

Our Mission and Values are at the heart of Catholic Healthcare's Inspirit model of person-centered care for our clients and residents. We promote the dignity, life and spirituality of older people, in connected and inclusive communities.

Catholic Healthcare does not facilitate or participate in voluntary assisted dying (VAD). All people who receive our care and services and their families are advised of our conscientious objection to VAD as part of onboarding to Catholic Healthcare.

Catholic Healthcare adopts a rights-based approach to care and respect each person's personal choice. We will never abandon an older person pursuing a VAD pathway, treat them any less favourably, and always demonstrate a compassionate approach to all people in our care.

We are committed to supporting and delivering care and services to every resident and client in the home they cherish. We will not impede a person from pursuing VAD or hinder access to information about VAD. If a resident or client seeks information or access to VAD services, we will direct them to contact their general

practitioner or the state Health Department's VAD Care Navigator Service. We will always maintain our commitment to care for residents who are considering or pursuing 'VAD'. We will abide by all relevant Queensland, and New South Wales legislation.

## 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 carry out any type of surveillance (including audio and video surveillance) of our employees (including employees 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.

## CUSTOMER ADVISORY BODY (CAB)

Catholic Healthcare has a Home and Community Services Customer Advisory Body (CAB) and Quality Care Advisory Body (QCAB), which meet twice a year to provide feedback to the Catholic Healthcare Board.

Please visit [catholichealthcare.com.au/cab](http://catholichealthcare.com.au/cab) if you would like to be considered for either of these.



# Using your Support at Home (SaH) package

## SUPPORT AT HOME BUDGET AND SUBSIDIES

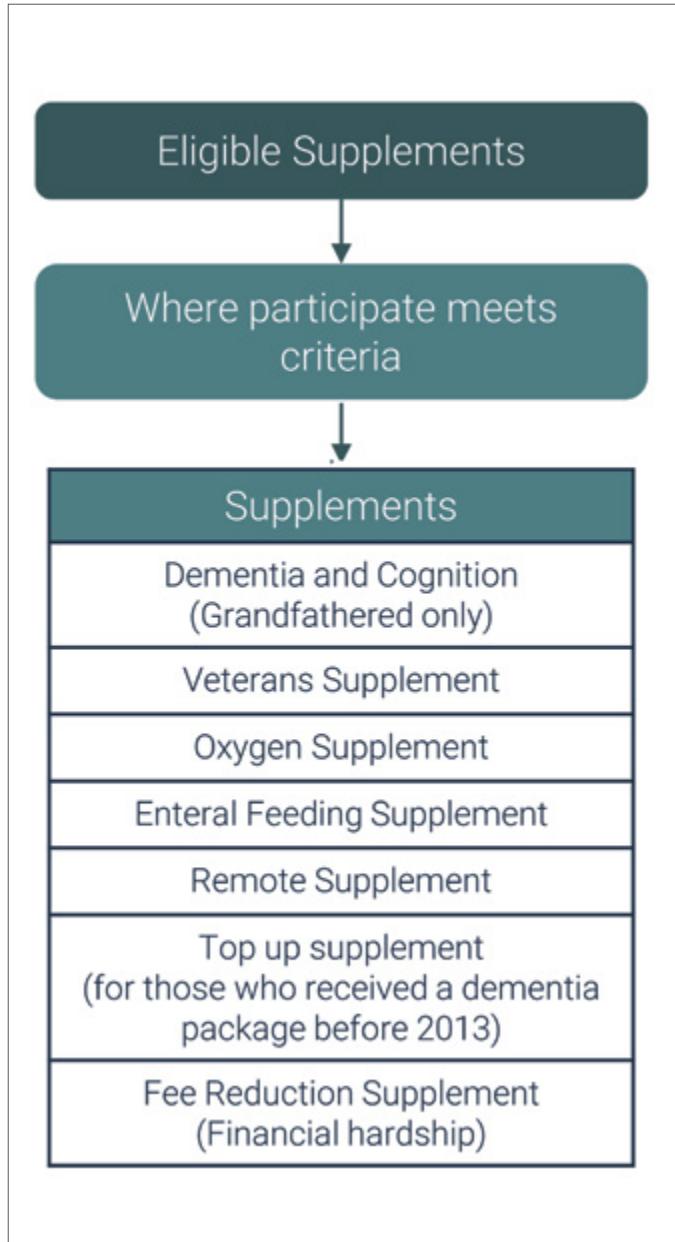
When you receive a government-subsidised Support at Home package, you are allocated a budget to help pay for the services you need.

Your budget is made up of:

- A **government subsidy** for ongoing services based on the approved level
- Transitioned clients **HCP Level 1 to 4** subsidy, new clients and/or transitioned clients assessed for higher care under **SaH Classification 1 to 8** subsidy
  - less 10% of the subsidy deducted and pooled for care management activities
  - less participant contributions, if applicable.
- **Eligible Supplements** (where criteria met):

Designed to cover the costs associated with specialised care or where cost of care is higher or financial hardship exists. This ensures there is extra help available when it is needed - If you have specialised needs, your budget may include supplements like oxygen, enteral feeding, a veterans' supplement, or a remote supplement in eligible areas.

- **Short Term Pathways** (pending approval)
  - **Restorative Care Pathway** – specialised intensive short-term allied health or nursing support including clinical care management to help you regain function typically up to 16 weeks that can be extended without approval.



- **End-of-Life** – 12-week pathway working in partnership with you, your family and healthcare professionals providing support in the final stages of life to ensure comfort, dignity and quality of care while respecting personal and cultural wishes.

- **Assistive Technology and/or Home Modifications (AT-HM)** – 3 tiers of funding Low/Medium/High – separate, upfront funding for equipment or home adjustments.
- **Unspent funds**
  - HCP unspent funds participants receiving services on or before 31 October 2025 retain these funds, that can be used to pay for approved services once their quarterly budget has been fully exhausted or to access AT-HM to meet assessed need.
  - SaH unspent funds - \$1,000.00 or 10% of unspent amount can be rolled from one quarter to the next, that can be used to pay for additional services on the approved service list.

- **Your contributions**

Your contributions are charged based on pension status, services type, duration or expense.

Service Classifications:

- Clinical Supports – such as nursing care, occupational therapy and physiotherapy
- Independence Services – such as personal care, social support, respite care and community engagement
- Everyday Living Services – such as light cleaning, meal preparation, shopping or light gardening.

Care management and clinical care do not attract a participant contribution – services like nursing and physiotherapy are fully funded when they are on your approved plan.

For Independence and Everyday Living services, you may pay a contribution. It is means tested, varies by service type, and is limited by a lifetime cap.

Your contribution rates are determined by Services Australia based on an assessment of income and assets. For veterans, this assessment is completed by the Department of Veterans' Affairs, but the application and outcome notification still come through Services Australia.

For full and part pensioners this will be based on information already provided for your pension assessment. Services Australia will conduct regular reviews for part pensioners adjusting contributions depending on their income in any the given period, Catholic Healthcare will adjust accordingly to ensure you are not over charged.

If you were on or approved for a Home Care Package on or before the 12th of September 2024, 'no worse off' protections apply – your contributions under Support at Home will be the same or lower than before.

Monthly invoice/statements will show your total fees and contributions, which may vary depending on:

- The number of days in the calendar month
- The number and type of service delivered in the month.

## Government funding for participant

Ongoing services

Ongoing quarterly budget

10% care management

Any applicable participant contributions

AND/ OR

Restorative care budget

End-of-life budget



HCP unspent funds budget



Assistive technology budget



Home modification budget



Primary supplements

**PLUS**

## Payments required from participant

Participant contributions  
(based on set % of the price for independence and everyday living services, determined by an assessment of the participant's income and assets)

**EQUALS**

**Participant budget**

Your SaH budget is designed to give you flexibility and choice in how your care is delivered and is outlined in your Support at Home agreement and care plan, this may change if your care level, service or personal circumstances change.

# 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 employees are trained to identify and respond to the abuse of an older person. Our policies and procedures provide a framework for employees 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.

**NACP** – 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: [NACP@health.gov.au](mailto:NACP@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  
Sydney, NSW 2010

Email: [Info@SeniorsRightsService.org.au](mailto:Info@SeniorsRightsService.org.au)  
Phone: (02) 9281 3600 or 1800 424 079  
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

Catholic Healthcare provides a comprehensive range of services and support designed to help you live well and feel confident at home. Whether you need ongoing care or short-term assistance, we have options both government and Self-funded services (private services) to suit your needs.

Using a wellness and enablement approach aligned to your needs, we focus on strengths and independence while setting up a mix of services from your approved support plan. For a full list of services (in scope and out of scope) speak to your Coordinator or Care Partner, or visit the Department of Health, Disability and Ageing website: [www.health.gov.au](http://www.health.gov.au)

**Inclusions** – Your SaH can be used to purchase care and services including, but not limited to, the services listed below. For a full list of inclusions, please refer to the Support at Home Manual for Care Recipients on the Department of Health and Ageing website: [health.gov.au](http://health.gov.au).

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.

\*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.

Care and service type	Typical services
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 Support at Home 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.

# Catholic Healthcare Standard Services Listing

Catholic Healthcare provides a comprehensive range of services and support designed to help you live well and feel confident at home. Whether you need ongoing care or short-term assistance, we have options both government and Self-funded services (private services) to suit your needs.

Using a wellness and enablement approach aligned to your needs, we focus on strengths and independence while setting up a mix of services from your approved support plan. For a full list of services (in scope and out of scope) speak to your Coordinator or Care Partner, or visit the Department of Health, Disability and Ageing website: [www.health.gov.au](http://www.health.gov.au)

Care and Service Type	Typical Services	CHSP	SaH	SFS
<b>CLINICAL</b>	Specialised services to maintain or regain functional and/or cognitive capabilities. Services must be delivered directly, or be supervised, by university qualified or accredited health professionals trained in the use of evidence-based prevention, diagnosis, treatment and management practices to deliver safe and quality care to older people.			
Nursing	Registered Nurse	✗	✓	✓
	Enrolled Nurse	✗	✓	✓
	Nursing Consumables	✗	✓	✓
Allied Health and other therapeutic services	Allied Health Assistant	✓	✓	✓
	Counselling or Psychotherapy	✓	✓	✓
	Dietitian or Nutritionist	✓	✓	✓
	Exercise Physiologist	✓	✓	✓
	Occupational Therapist	✓	✓	✓
	Physiotherapist	✓	✓	✓
	Podiatry	✓	✓	✓
	Psychologist	✗	✓	✓
	Social Worker	✗	✓	✓
	Speech Pathologist	✗	✓	✓
Nutrition	Prescribed nutrition	✗	✓	✗
Care Management	Home Support Care Management	✗	✓	✓
Restorative Care Management	Home Support Restorative Care Management provided by a specialised health professional	✗	✓	✓
<b>INDEPENDENCE</b>	Support delivered to older people to help them manage activities of daily living and the loss of skills required to live independently.			
Personal Care	Assistance with self-care and activities of daily living - dressing, showering etc.	✓	✓	✓
	Assistance with self-administration of medication	✓	✓	✓
	Continence management (non-clinical)	✓	✓	✓

Care and Service Type	Typical Services	CHSP	SaH	SFS
Social Support and Community Engagement	Group social support	✓	✓	✓
	Individual social support	✓	✓	✓
	Accompanied activities	✓	✓	✓
	Cultural support	✓	✓	✓
	Digital education and support	✓	✓	✓
	Assistance to maintain personal affairs	✓	✓	✓
Respite	Flexible respite in your home or community	✓	✓	✓
	Community and centre-based Respite	✓	✓	✓
	Overnight in home respite	✗	✓	✓
	Cottage respite	✓	✓	✓
Transport	Direct transport (driver and care provided)	✓	✓	✓
	Indirect transport (Taxi / ride share vouchers)	✗	✓	✗
Assistive Technology and Home Modifications	Assistive technology	✓	✓	✓
	Home modifications	✓	✓	✓
<b>EVERYDAY LIVING</b>	Support to assist older people to keep their home in a liveable state in order to enable them to stay independent in their homes.			
Domestic Assistance	General housekeeping	✓	✓	✓
	Laundry services - wash, iron, fold clothes (does not include dry cleaning)	✓	✓	✓
	Shopping assistance	✓	✓	✓
Home Maintenance and Repairs	<b>Essential</b> light gardening - lawn mowing, pruning and yard clearance for safe access).	✗	✓	✓
	<b>Essential</b> minor repairs and maintenance	✗	✓	✓
Meals	Meal delivery (NOTE: not all regions for CHSP speak to your coordinator)	✓	✓	✓
	Meal preparation	✓	✓	✓
Specialised Service	Hoarding and Squalor services	✓	✗	✓
	Buried in Treasures education program	✓	✓	✓
	Advocacy services	✓	✓	✓
	Spiritual and Pastoral Care services - in home or outreach phone support	✓	✓	✓
	Palliative and End-of-Life care	✗	✓	✓
Vulnerable Communities	Care Finders	✓	✓	✓
	Buried in Treasures education program	✓	✓	✓
	Housing and Tenancy Rights Support	✓	✓	✓



### Contact us

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

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