

Home Care

Home care and personalised

support

As part of our comprehensive continuum of care, Cumberland View have a dedicated Home Care Program. In consultation with you, we can coordinate provision of a range of services to support you to maintain your independence and autonomy at home.

Our Home Care Packages are tailored to your specific needs and delivered on a Consumer Directed Care (CDC) basis, with the assistance of our Home Care Manager. There is usually little or no out-of-pocket expense for full pensioners, and our friendly and experienced Home Care Manager can guide you through the process, every step of the way.

Personalised

home care packages

A Home Care Package is a coordinated and flexible package of services tailored to meet your specific care needs. Our Home Care Manager coordinates the package using credentialed service providers with funding provided by the Federal Government's Department of Health. You may be required to make a contribution. This will be determined by a Centrelink assessment.

There are three main categories of services:

Services to keep you well and independent
– including personal care, nursing services, allied health

Services to keep you safe in your home
– including cleaning, home maintenance and modifications as well as assistive technology

Services to keep you connected to your community
– including transport and social support services

Typical services include



Personal assistance

Showering, shopping, dressing, toileting and mobility



In-home care

Cleaning, vacuuming, mopping, laundry and washing



Nutrition hydration & diet

Assistance with meal preparation and eating



Support services

Medication management, nursing and transportation



Other health services

Access to other health and related services and referral to health practitioners

Home Care packages

A Home Care Package is tailored to provide the services you need to maintain a sense of independence and wellness at home. It is flexible and culturally sensitive and can be adjusted when necessary.

For a full list of included and excluded services, refer to appendix 2 and 3 of this document or visit www.myagedcare.gov.au/help-home/home-care-packages



Level 1

Supporting people with basic care needs



Level 2

Supporting people with low level care needs



Level 3

Supporting people with intermediate care needs



Level 4

Supporting people with high care needs

What is Consumer Directed Care (CDC)?

Consumer Directed Care (CDC) is a way of delivering care services that gives you greater control over the process. You decide the types of care and services you want to access, who delivers those services and when. Under a CDC approach, you are encouraged to identify your goals (for example independence, wellness and reablement), using them to form the basis of your Care Plan.

You decide your level of involvement in managing your plan. You can be involved in all aspects of coordinating your care and services or you might prefer to take a less active role in decision-making and management. Your Home Care Manager will monitor your plan and undertake a formal re-assessment every 12 months (more often if necessary) to ensure that the package continues to meet your needs.

The process

Our Home Care Manager will conduct an initial assessment to identify and understand what support you may need. They will then design a personalised Home Care Plan to address those needs.

Your Home Care Plan will detail:

- The goals you wish to achieve with Home Care.
- The services you require within your Home Care Package.
- The reasons you are not able to facilitate these goals independently.

In addition to regular check-ins, your Home Care Manager will meet with you every 12 months to formally reassess your Home Care Package and ensure it continues to support your goals and requirements. You're welcome to request a formal reassessment and make changes to your plan at any time. Please note this may require an updated Home Care Agreement and financial reassessment.

Who provides Home Care services?

Services are provided by a variety of organisations across Australia. Cumberland View Home Care engage only experienced and credentialed personnel with a proven background of providing high-quality service and care.

Who pays for your Home Care Package?

Packages are funded by the Federal Government's Department of Social Services. In some cases you may also be required to make a financial contribution, pending a Centrelink assessment.

Supplemental funding

Additional funding supplements may be available to you if you have established medical needs that meet the Government's eligibility criteria.

Supplements include:

- Dementia and Cognition Supplement for people living with dementia.
- Veterans' Supplement for people with a mental condition accepted by the Department of Veterans' Affairs as associated with the veteran's service.
- Oxygen Supplement for people with ongoing medical need for oxygen support.
- Enteral Feeding Supplement for people with an ongoing need for enteral feeding.



Caring in your home



Occupational health and safety

All regulations relating to Occupational Health and Safety are detailed in your Home Care Package agreement.

To ensure the safest working environment for Cumberland View Home Care staff and external service providers, the Home Care Manager will conduct an Occupational Health and Safety audit of your home before any services commence.

If we find any issues that may pose a risk to you or your service providers, the Home Care Manager will discuss these with you and advise any action that must be taken.

There may be circumstances where a Home Care Package is suspended or cancelled due to health and safety concerns. This will be discussed with you before any action is taken.

Planning for higher care

We encourage everyone in our Home Care Program to prepare an Advanced Care Plan for future health and medical choices.

In the event of a change in your health circumstances, creating an Advance Care Plan will assist your family and friends to make decisions in accordance with your wishes.

All decisions should be made in consultation with those closest to you, as well as medical professionals and if needed, a medical power of attorney. Your Home Care Manager will be happy to assist you with creating your Advanced Care Plan.

Amending your Home Care Package

You can arrange to amend your Home Care Package by first discussing the process with our Home Care Manager. We understand your circumstances may change and your Home Care Manager will continue to monitor, review and discuss your needs to ensure you are receiving the services you need to live comfortably in your own home. To change your level of care, you'll need to be reassessed by the Aged Care Assessment Service. We recommend contacting your Home Care Manager to discuss, who can submit an application for reassessment with My Aged Care.

In the case you require care that is beyond the services that can be provided within a care package, the Home Care Manager will discuss options with you and your family or advocate and assist with arranging these services.

Taking leave from your care

You may place all or some of your services on hold while on leave. Leave entitlements will be calculated from the commencement date of your Home Care Package. Your Home Care Package will not be affected if you access residential respite, go on a holiday or are in hospital (subject to leave entitlements), as long as you advise the Home Care Manager of the relevant dates as soon as you are able. Any extension to a planned episode of leave must also be communicated to the Home Care Manager.



Discharge from the Home Care Program

You can choose to leave your program at any time or there are a number of situations that could result in you being discharged from the Home Care Program.

These include:

- Transfer to another provider.
- Your care needs increasing beyond what a Home Care Package can facilitate.
- An Aged Care Assessment determines your needs could be better accommodated by other services or program.
- Relocation to an area where services are not available.
- Insufficient resources.
- Your failure to meet the responsibilities detailed under the Charter of Rights for Home Care.

Any decision regarding updated or alternative services will be made by you and your family or advocate, with the ongoing support of your Home Care Manager. If higher care is needed, the local Aged Care Assessment Service may also form part of the discussion.

If for any reason you are discharged from the program, you may access these services again in the future but please be aware waiting lists will apply.

Issue resolution

If any part of your Home Care service is unsatisfactory or you have any concerns or issues with your Home Care Plan or service providers, we encourage you to contact your Home Care Manager as soon as possible.

If Cumberland View Home Care chooses not to provide you with a Home Care Package, you have the right to appeal the decision.

For any further issue resolution, the Department of Social Services’ Aged Care Complaints Scheme can be contacted on (free call) 1800 550 552.

Advocacy

You have the right to appoint an independent advocate to act on your behalf for all decisions regarding access and service requirements of the Home Care Package.

An advocate can be someone close such as a family member or friend. If this is not suitable, an independent advocate can be arranged through the National Aged Care Advocacy Program.

An advocate may:

- Establish or review your Home Care Agreement and care plan.
- Present any complaints you may have.

The National Aged Care Advocacy Program (NACAP)

The National Aged Care Advocacy Program (NACAP) is a program funded by the Australian Government under the Aged Care Act 1997. The program promotes the rights of people who are seeking or are receiving Australian Government funded aged care services.

This service is free of charge and confidential.

You can contact NACAP on (free call) 1800 700 600.

Fees & charges explained

In the event that the level of care services you require exceeds the available Government subsidy remaining, you may be asked to make a financial contribution. In most cases, however, Home Care Package recipients will not be asked to pay any additional fees.

You may opt to pay a Basic Daily Fee, even though you are not required to do so, in the event your circumstances change and you require additional assistance quickly. In this case, the accumulated funds are available to assist with the cost(s).

If you are a part-pensioner or self-funded retiree you will be asked to pay an additional Income Tested Fee, as determined by Centrelink based on your total income. We do not recommend a Level 1 or 2 Home Care Package for self-funded retirees as it is not financially viable. However, we are able to assist by referring you to a private care agency who can provide the assistance you require. No assessment is needed and you can simply pay for this yourself.

In the event that you exit your Home Care Package and there is a residual balance that includes a personal contribution (over and above the max Basic Daily Fee), the personal contribution amount will be refunded back to you. Any unspent Government Subsidy will be refunded back to the Government.

In the unlikely event that you choose to switch Home Care Providers, any funds that you have accumulated will follow you.

Further information about how the Home Care Packages work is available on the My Aged Care website.

For further information on budgets, please refer to Appendix 2.

Our fees

Cumberland View Home Care have two fee components which are deducted from the subsidy of your Home Care Package – a Package Management Fee and a Care Management Fee. A detailed breakdown of what these fees cover is available on request.

Provision of financial information

You will be provided with a monthly statement detailing the Government Subsidy, any contribution(s) you may have made, the cost of the various services that you have accessed together with details of the Package Management and Care Management fees and any funds that will be carried forward to the next month. You may request an interim statement at any time and it will be provided within seven days.



“The Home Care Services give me the help I need and allow me to live independently”

Meg



Privacy & confidentiality

Cumberland View Home Care collects, holds and uses personal and health information in accordance with the Commonwealth Privacy Act 1988, the National Privacy Principles under that act, the Victorian Health Records Act 2001 and the Health Privacy Principles under that act.

Collection and use of personal and health information

Necessary health, medical and personal information will be collected by the Home Care Manager to assist in:

- Assessing types of services needed
- Coordinate relevant care services with providers

The Home Care Manager will only use and disclose personal information for the purposes of your Home Care Package. This may involve care providers, medical and health professionals and your family and advocates.

In accordance with the Aged Care Act, the Home Care Manager may need to disclose information to the Australian Government and relevant agencies.

Service Providers will also keep files on services provided and liaise with the Home Care Manager.

Full details regarding collection and disclosure of your personal information is outlined in your Home Care Agreement.

Protection of information

All personal information collected will be maintained in a secure environment with access restricted to authorised personnel.

Accuracy of information, access and correction

Cumberland View Home Care will take every effort to ensure all personal information is accurate and current but will not be responsible for consequences arising from incomplete, incorrect, inaccurate, and/or false or misleading information.

Apart from the exceptions set out in the National Privacy Principles and the Health Privacy Principles, personal information can be requested in writing from the Home Care Manager. Reasonable opportunity will be given to correct any details.

Privacy concerns

For any concerns regarding the privacy and practices of Cumberland View Home Care, clients may contact:

Cumberland View Home Care
101–121 Whalley Drive, Wheelers Hill, VIC 3150

03 9790 0555.

Appendices

Appendix 1 - Glossary

Term	Term meaning
ACAT	Aged Care Assessment Team. ACATs are known as Aged Care Assessment Services (ACAS) in Victoria
Care contribution or client contribution	Refers to the contribution that a consumer may be asked to pay by a home care provider under a Home Care Package (separate to the government subsidy). Also known as a care recipient contribution, care recipient fee or consumer fee.
Consumer (or home care consumer)	A person who is a receiving care and services under a Home Care Package funded by the Australian Government. In the Aged Care Act 1997, this person is described as a ‘care recipient’
Claim form	The Department of Social Services form used by home care providers to claim home care subsidy payments
CDC	Consumer Directed Care
Home care	A type of aged care for which a home care subsidy is payable under Part 3.2 of the Act
Home Care consumer (or consumer)	A person who is a receiving care and services under a Home Care Package funded by the Australian Government. In the Aged Care Act 1997, this person is referred to as a ‘care recipient’
Home Care provider (or approved provider)	A corporation approved by the Department of Health and Ageing under Part 2.1 of the Act as suitable to provide home care. In the Aged Care Act 1997, this person or body is referred to as an ‘approved provider’
Home Care Agreement	An agreement entered into by a consumer and a home care provider outlining rights and responsibilities and what services will be provided to the consumer under the Home Care Package
Home Care Standards	The Home Care Standards means the Home Care Common Standards, as set out in Schedule 5 to the Quality of Care Principles 1997
Home Care Packages Program	The Australian Government program that provides funding for Home Care Packages aimed at supporting people to remain living at home for as long as possible
Home Care subsidy	The subsidy payable to a home care provider by the Australian Government under Part 3.2 of the Act
Principles	Aged Care Principles made under section 96-1 of the Aged Care Act 1997

Appendix 2 - Your Home Care budget

<p>Your Home Care Package will be funded from the following mix:</p> <ul style="list-style-type: none">• Home Care Package Subsidy• Additional supplement (if legible)• Your contributions <p>The maximum fee that you can be required to pay in the form of a care recipient contribution is determined by the legislation.</p>	<p>There will be deductions from your budget for administration and advisory services (your Home Care Manager will explain these costs to you).</p> <p>The balance of your budget will be available for you to purchase the services that you require including any of those listed below.</p>
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A. Care services	
Personal service	<p>Personal assistance, including individual attention, individual supervision and physical assistance, with:</p> <ul style="list-style-type: none">• Bathing, showering including providing shower chairs if necessary, personal hygiene and grooming, dressing and undressing, and using dressing aids• Toileting• Dressing and undressing• Mobility• Transfer (including in and out of bed)
Activities of daily living	<p>Personal assistance, including individual attention, individual supervision and physical assistance, with:</p> <ul style="list-style-type: none">• 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
Nutrition, hydration, meal preparation and diet	<p>Includes:</p> <ul style="list-style-type: none">• Assistance with preparing meals• Assistance with special diet for health, religious, cultural or other reasons• Assistance with using eating utensils and eating aids and assistance with actual feeding if necessary• Providing enteral feeding formula and equipment
Management of skin integrity	<p>Includes:</p> <ul style="list-style-type: none">• Providing bandages, dressings, and skin emollients
Continence management	<p>Includes:</p> <ul style="list-style-type: none">• Assessment for and, if required, providing disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances and enemas• Assistance in using continence aids and appliances and managing continence
Mobility and dexterity	<p>Includes:</p> <ul style="list-style-type: none">• Providing crutches, quadruped walkers, walking frames, walking sticks and wheelchairs• Providing mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, and pressure relieving mattresses• Assistance in using the above aids

Appendices

B. Clinical services

Clinical care	Includes: <ul style="list-style-type: none">• Nursing, allied health and therapy services such as speech therapy, podiatry, occupational or physiotherapy services• Other clinical services such as hearing and vision services
Access to other health and related services	Includes: <ul style="list-style-type: none">• Referral to health practitioners or other service providers <p>*Source – Australian Government, Department of Social Services</p>

C. Support services

Clinical care	Includes: <ul style="list-style-type: none">• Cleaning• Personal laundry services, including laundering of the consumer’s clothing and bedding that can be machine washed, and ironing• Arranging for dry-cleaning of the consumer’s clothing and bedding that cannot be machine washed• Gardening• Medication management• Rehabilitative support, or helping to access rehabilitative support, to meet a professionally determined therapeutic need• Emotional support including ongoing support in adjusting to a lifestyle involving increased dependency and assistance for the consumer and carer if appropriate• Support for consumers with cognitive impairment, including 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• Providing 24-hour on-call access to emergency assistance including access to an emergency call system if the consumer is assessed as requiring it• Transport and personal assistance to help the consumer shop, visit health practitioners or attend social activities• Respite care• Home maintenance, reasonably required to maintain the home and garden in a condition of functional safety and provide an adequate level of security• Modifications to the home, such as easy access taps, shower hose or bath rails• Assisting the consumer, and the homeowner if the home owner is not the consumer, to access technical advice on major home modifications• Advising the consumer on areas of concern in their home that pose safety risks and ways to mitigate the risks• Arranging social activities and providing or coordinating transport to social functions, entertainment activities and other out-of-home services• Assistance to access support services to maintain personal affairs
Access to other health and related services	Includes: <ul style="list-style-type: none">• Encouragement to take part in social and community activities that promote and protect the consumer’s lifestyle, interests and wellbeing

Appendix 2 - Your Home Care budget (continued)

D. Other

Top up or additional purchasing	<ul style="list-style-type: none">• Nursing• Physiotherapy and occupational therapy• Respite care• Aids and equipment• Assistive Technology• Interests and recreation• Other
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Appendices

Appendix 3 - Services not included within a care plan

The following services or items are outside the scope of the Home Care Packages Program and must not be included in a package (at any of the four levels of home care).

Services not included	
Excluded items	<ul style="list-style-type: none">• Use of the package funds as a source of general income for the consumer• Purchase of food, except delivered meals and/or part of enteral feeding requirements• Payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent• Payment of home care fees• Payment of fees or charges for other types of care funded or jointly funded by the Australian Government• Home modifications or capital items that are not related to the consumer’s care needs• Travel and accommodation for holidays• Cost of entertainment activities, such as club memberships and tickets to sporting events• Payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme• Gambling activities• Illegal activities <p>*Source – Australian Government, Department of Social Services</p>
Access to other health and related services	<p>Includes:</p> <ul style="list-style-type: none">• Encouragement to take part in social and community activities that promote and protect the consumer’s lifestyle, interests and wellbeing

Appendix 4 – Home Care Manager

The Home Care Manager will perform the following advisory services for your Home Care Package:

Care services	
Care Management	<ul style="list-style-type: none">• Initial assessment• Goal planning and setting• Care planning• Monitoring and reviewing the care plan• Annual reassessments• Budget planning• Referral sourcing• Advocate sourcing
Initial Assessment	The Home Care Manager will discuss and determine with you and family / advocates where support services may be needed to help maintain or improve a sense of wellbeing and independence.
Care Planning	<p>Working closely with you, The Home Care Manager will prepare a Care Plan that will detail:</p> <ul style="list-style-type: none">• Your goals for the program• Your choices on the care and services• Who, how, where and when services will be provided• The level of involvement you wish to exercise• Contact arrangements with the Home Care Manager
Monitoring and reviews	The Home Care Manager as well as staff at Cumberland View will continually monitor and review your care program to ensure you are receiving the best level of support.
Reassessment	<p>Every 12 months the Home Care Manager will reassess the care program with you and your family / advocate to ensure your goals, preferences and care plan remains current. This may result in the Home Care Agreement and budget being amended.</p> <p>A reassessment can be made within a 12-month period if you feel your circumstances or health have changed.</p>
Nursing arrangements	If needed, the Home Care Manager will arrange a registered nurse to visit for health assessments and support.
Dementia Consultant	If needed, the Home Care Manager will arrange a registered nurse to visit for health assessments and support.

Cumberland View Home Care
101-121 Whalley Drive, Wheelers Hill, VIC 3150

As unique as
you are

Home Care Manager

Telephone 03 9790 0555
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Learn more about our Home Care Packages at
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Assistance &
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