

AGED CARE ASSISTANCE NOW LISTED IN THE DPS GUIDE TO AGED CARE SA & NT 2016

This booklet is provided to all people assessed by ACAT team members and Regional Assessment workers. It lists all service providers in a specific area and is used by consumers when they start to approach service providers to negotiate their Consumer Directed Care contract (More on this later in the newsletter) AGED CARE ASSISTANCE is advertised on page 7 – early in the booklet and I hope in a position to inform people that if they are having difficulty making a decision they can contact me for personal assistance. YOU CAN GET YOUR OWN COPY OF THE DPS GUIDE ph 8276 7999 or email info@agedcareguide.com.au OR REFER TO THE FREE ONLINE LISTING AT www.agedcareguide.com.au

ELDER ABUSE CONFERENCE

The 4th National Elder Abuse Conference is to be held from 23 to 25 February 2016 at the Pullman on the Park in Melbourne. For more information including the program, speakers and registration, visit the [Elder Abuse Conference website](#).

NEW RESOURCES – looking for more?

- Website 'The Adversity Within – Shining Light on Dark Places' www.timjlawrence.com/archives/ You can also follow him on facebook.
Tim is a writer who now devotes all of his time offering us perspectives on coping with emotions. I have enjoyed everything I have read. He writes with simple clarity and offers a positive focus on how to understand and cope with highly charged emotions.
- Facebook, Anna Kranz 'Projectwellbeingcentre'. Anna also offers meditation support following Jason Siffs method. Anna attended our business launch in 2015. She is experienced in working with dying people and their families in Palliative Care and has much to offer us.
- Website 'Aged Care with Ease' agedcarewithease@gmail.com
Rita Merienne has a website that offers supportive advice to carers/family of older people. From the website clients can enrol into a program that takes people through the holistic issues that families face offering sage advice and direction. Have a look at recent

(From the Department of Social Services) - Registering new Commonwealth Home Support Programme (CHSP) clients with My Aged Care

If Government funded service providers are directly approached by new clients seeking aged care services, service providers will refer the clients to My Aged Care.

Upon referral, My Aged Care contact centre staff will create a client record, issue that person a registration number, ask a series of questions to understand the client's needs (called a screening) and send referrals for assessment and/or service(s), as required.

Service providers can help clients with the My Aged Care registration process by:

- recording client details in an inbound referral form (accessed from [My Aged Care](#) > For Service Providers > Make a referral) that is sent to the My Aged Care contact centre
- calling the My Aged Care contact centre with the person, or
- sending a fax with information about the person.

PLEASE REMEMBER THAT IF A SERVICE PROVIDER DOES NOT HAVE THE TIME OR CASE COORDINATION ROLE TO ASSIST PEOPLE WITH THE REFERRAL TO MYAGEDCARE THIS IS WHERE I CAN BE OF HELP THROUGH 'AGED CARE ASSISTANCE' Ph Felicity 0409 693 739 or direct them to the website

www.agedcareassistance.com It will cost and people can discuss this with me personally.

Commonwealth Home Support Programme (CHSP) 'Living well at home: good practice guide'

As outlined in the [CHSP programme manual](#), in cases where urgent care is required, services may be provided before a client has contacted My Aged Care. However, in these circumstances providers should help the client register with My Aged Care as

soon as practical so their broader needs can be considered. The Commonwealth Home Support Programme 'Living well at home : good practice guide' describes the new care concepts of 'Wellness', 'Reablement', 'Restorative Care' and 'Consumer Direction'.

Establishment of the Aged Care Complaints Commissioner

The Aged Care Complaints Scheme (the Scheme) will move to the Aged Care Complaints Commissioner from 1 January 2016. The Complaints Commissioner's new website will be active from 1 January 2016, however you can [subscribe to the website mailing list now](#).

Compulsory reporting

From 1 January 2016, approved Aged Care providers are required to notify the department of reportable assaults and unexplained absences using the [new compulsory reporting number, 1800 081 549](#). This number should only be used to notify the department of reportable assaults and unexplained absences as required under [the Aged Care Act 1997](#) (the Act). Service providers are still required to report to both the police and the department within 24 hours of suspicion, or an allegation being made, that a reportable assault may have occurred. Approved providers are also required to continue reporting to the department, within 24 hours of reporting to the police, of a care recipient's unexplained absence.

Resources on compulsory reporting are available for approved providers on the [Department of Social Services website](#).

Home Care Packages Operational Manual

The Home Care Packages Operational Manual (the Manual) has been updated and is available on the [Department of Social Services website](#). The Manual provides guidance to support the delivery and management of the Home Care Packages Programme on a Consumer Directed Care (CDC) basis.

The Manual replaces the Home Care Packages Programme Guidelines 2014 and contains key updates such as:

- current information on fees and charges
- expanded information for providers on the care planning process, and
- detailed information for providers when establishing individualised budgets and monthly

statements with their consumers.

Home Care Today - provider training and resources

A major focus of Home Care Today in 2016 will be on the quality of Home Care Packages being delivered in a consumer directed way. Home Care Today is funded by the department and the work is led by COTA Australia. There are several upcoming events and training sessions that will benefit providers, including:

- Story Seeking and Telling on Consumer Directed Care, from 27 January 2016
- You Lead COTA Innovation Program, 3 February 2016
- Foundations for marketing in Consumer Directed Care, April 2016.

Further information is available on the [Home Care Today website](#).

ADVANCE CARE DIRECTIVES

As a Registered Nurse I am able to witness the appointment of a substitute decision maker and talk people through the options for making statements about care directives. I hold copies of Advance Care Directive forms and the step-by-step guide with general information. Because of my Palliative Care, Aged Care and Mental Health qualifications and experience I feel very comfortable offering this as a service to clients at a general fee.

If people prefer to investigate this themselves then use the website

www.advancecaredirectives.sa.gov.au or phone 1300 366 424 to purchase a DIY kit.

Introduction to Home Care Packages and Consumer Directed Care

Home Care Packages (HCPs) provide support and care to eligible seniors who are living in their own homes. To access a HCP people must be approved by the Aged Care Assessment Team (ACAT) for a particular level of care (Level 1- Level 4).

A HCP provider must also have a service vacancy they can offer. People receiving a HCP are often referred to as consumers under the Aged Care Reforms.

How do I get an ACAT assessment?

If you have not already done so, you will need to contact **My Aged Care** on **1800 200 422** or www.myagedcare.gov.au to check your eligibility and organise an ACAT assessment. Once the ACAT assessment is complete the consumer receives a copy of the final document stating what level of care has been approved and you must take this to all appointments. (finalising the approval letter may take a few weeks) The ACAT assessor will give to the consumer a 'DPS Guide to Aged Care' which lists service providers and the types of services they can deliver. Consumers choose a service provider from this list and can phone several to compare prices and discuss service requirements.

What type of services do HCPs offer?

HCPs can provide a variety of services, supports and goods, depending on the level of package the consumer is approved for. In general terms a Level 1 package is designed for someone that is fairly independent and needs a little regular support, while a Level 4 Package is designed for someone who has significant care needs which may include

nursing, allied health and the provision of aids and equipment. Each person's package is designed with and for them, with a focus on the things they need and want to achieve.

What is Consumer Direct Care (CDC)?

From 1 July 2015, all Home Care Packages have had to be delivered under an individual budget CDC model. This model requires providers to work in partnership with each person on a package to design a service plan that truly reflects their goals, needs and preferences, and to do this within each person's budget.

What is the budget?

The budget operates like a personal bank account.

Income is made up of government subsidies and supplements for that person, any fees they are required to pay and any additional amounts they choose to add. Expenses include provider charges and the cost of the goods and services purchased

with CDC funds. Consumers receive a regular statement from their provider which details income, expenditure and the balance. Consumers can discuss and adjust their budget with their provider and some can log in to a portal their provider has set up to check their budget whenever it suits them. Any funds a consumer doesn't spend remain in their account for future access.

What is the advantage of the CDC model?

- Having a greater choice and control over the design of their package services
- Having greater financial understanding and control over how the funds are used
- Having flexibility and using the information they have at hand e.g. to adjust their services, purchase aids or equipment or to plan ahead.
- Being able to decide how involved they would like to be in the management of their package and budget

- Feeling that their provider is their “partner in care”.

If you have any questions about Home Care Packages or CDC please phone either:

- Felicity at Aged Care Assistance on 0409 693 739 or email felicity@agedcareassistance.com, or
- Seniors Information Service on **(08) 81688776** or email information@seniors.asn.au

Information is also available at

www.myagedcare.gov.au from www.dss.gov.au