



Home Care Packages Client Handbook

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Welcome to the SETAC Aged Care Service. You have been assessed as eligible for a Home Care Package and we are delighted to welcome you as a client.

The world of aged care has been changed a lot in recent years. This booklet will help explain the aims of the Home Care Package program, and the rules that service providers and aged care clients need to follow when delivering Home Care Package services.

You may have used Commonwealth Home Support Services before which is a lower level of aged care service delivery than a Home Care Package. Home Care Package services are managed differently and guided by consumer directed care principles. Consumer directed care principles and the way our aged care services operates are also explained in this booklet.

We look forward to working with you to support you to stay independent and healthy as possible. If you have any queries regarding any of our services or the information provided in this booklet, please do not hesitate to contact our office and have a chat with Aged Care Services Manager who is located at SETACS Nearipah Building, at 19 Mary Street in Cygnet and can be contacted Monday – Thursday on 03) 6295 1125.



Your sincerely
Jaime Currie
Chief Executive Officer

BACKGROUND

South East Tasmania Aboriginal Corporation (SETAC) for Elders has been providing aged care services to people living in the Huon Valley and South East Tasmania since the 1990's. The service was started by concerned community members who could see there was a need to support their Elders in the community. These volunteer community members chopped wood, cleaned homes provided food packages and social support until the program grew and received funds to deliver aged care services funded by the mainstream Commonwealth Government aged care programs.

SETAC has expanded service delivery and is available to all eligible people living in the Huon Valley and South East Tasmania. Our service is based in Cygnet, so we understand the local region and the needs of our community. We can provide the services you need in a way that suits your lifestyle in our beautiful part of Tasmania.

AIM

Our aim is to be the preferred provider of community aged care services in South East Tasmania by providing high quality aged care services. We also want our aged care clients to be empowered to make decisions about their care and provide access to services that support and enable them to live their best life with dignity. To achieve this, we are working to achieve the following objectives.

OUR MODEL OF SERVICE DELIVERY

SETAC is an approved aged care provider funded to deliver both the Commonwealth Home Support Program (CHSP) and Home Care Package services. SETAC also provides respite care and aged care on behalf of other aged care service providers.

SETAC supports the frail aged to live independently and participate in a variety of activities away from home. SETAC will meet with you to discuss your individual needs and goals to develop a plan for your care and service delivery. Our model of service delivery is flexible and responsive, and we can support you to access social, recreational, and developmental opportunities while still encouraging carers to continue in their role.

The model of service delivery focuses solely around meeting the needs of you and/or your carer. We will encourage you to identify goals, which could include independence, wellness and re-ablement. These will form the basis of your Client Agreement and Care Plan.

What do we mean when we say independence, wellness and re-ablement?

Independence means we don't start doing things for you that you can do yourself. The last thing that we want to do is make you dependent on our workers. We want to help in such a way that you are still in control of things in your life.

Wellness emphasises identifying needs, aspirations and goals to keep you independent and engaged with the community. It acknowledges and builds on strengths and has a focus on integrating support services as a path to independence and quality of life.

Re-ablement emphasises assisting people to regain functional capacity and improve independence. Like rehabilitation, it is goal-oriented and aims at full recovery where possible – it seeks to enable people to live their lives to the fullest.

WHAT ARE HOME CARE PACKAGES?

You have been assessed as eligible for aged care services under the Home Care Package program and have been allocated a home care package.

Home Care Packages help people who have more than basic care needs to stay at home and prevent them from being admitted to a nursing home. It usually means that you will need help with some daily activities and to manage health problems.

There are 4 levels of Home Care Package:

Level 1

- Supports people with basic care needs

Level 2

- Supports people with low level care needs

Level 3

- Supports people with intermediate care needs

Level 4

- Supports people with high care needs

Services funded through a Home Care Package include:

- Continence management
- Management of skin integrity
- Mobility and dexterity
- Nursing, allied health and other clinical services
- Nutrition, hydration, meal preparation and diet
- Personal care services
- Transport and personal assistance

To be allocated a Home Care Package you must have been assessed by an Aged Care Assessment Team (ACAT). The ACAT team recommend the level of package you need and the services you require.

Home Care Packages are allocated to individuals and the funds can only be spent by the Aged Care Provider on the individual who has been Home Care Package.

WHAT IS CONSUMER DIRECTED CARE?

Consumer Directed Care (CDC) is a model of service delivery designed to give more choice and flexibility to clients.

This means that aged care clients:

- have a say in the services you receive;
- can determine which service provider you use;
- can negotiate when you receive services; and
- receive information to monitor the expenditure of your Home Care Package funds.

Home Care packages are delivered using the principles of consumer directed care, for example; you have selected SETAC to be your service provider. In the past you were not able to do this. If you are unhappy with the services provided by SETAC, it is now possible for you to move to a different service provider because the Home Care Package is allocated just to you and can move with you.

Consumer-directed care comes with responsibilities for the client, too. Before any services are delivered, you will need to sit down with SETAC to discuss your care needs and, together, make the decision about how your funds will be spent. Fees charged by SETAC will be explained to you at this time.

A care plan and client agreement will document the agreements reached with SETAC regarding your care needs. Documenting the discussion about your care needs in the client agreement ensures that everything is clear about services that SETAC has agreed to deliver and fees you have agreed to pay for services provided.

AGED CARE QUALITY STANDARDS

SETAC deliver aged care services following the Australian Aged Care Quality Standards 2018. This means that our client's dignity and choice are central to our service delivery planning and delivery. We encourage our clients to be partners in maintaining wellness and supporting re-ablement following illness or injury. SETAC has policies and procedures that guide our Board and the staff to ensure we comply with the Aged Care Quality Standards, which are summarised in diagram 1.



The Aged Care Assessment Team (ACAT) will have visited you to talk to you to assess what help you need and made recommendations about what services you need to remain independent. Below is a list of services provided by SETAC. The services you can access will depend on what has been approved by the ACAT team.

Personal Services

Personal care aids with daily self-care tasks to help you maintain suitable standards of hygiene and grooming, including showering, toileting, dressing, grooming, and getting in / out of bed.

Support Services

This includes providing support with shopping, laundry, transport to complete shopping and attending appointments, lawn mowing, home maintenance and transport to participate in group activities and other social activities.

Activities of Daily Living

Helping people who have hearing, sight or speech difficulties, assistance with fitting hearing aids and helping with cleaning glasses.

Nutrition & Meal Preparation

Providing help with preparing for a special diet, assistance with eating and providing enteral feeding formula and equipment.

Management of Skin Integrity

Providing disposable pads and equipment to help with toileting and managing continence.

Mobility & Dexterity

Sourcing equipment such as crutches, walking frames and bedding to prevent pressure sores.

Clinical Care

Arranging health appointments for nursing, allied health and therapy services including continence nurse, physiotherapy, podiatry, exercise physiologist and help to access clinical appointments.

Access to Related Services

Assistance is provided to make appointments and access health services identified in the ACAT assessment and care plan.

Social Support

This service helps you to access your local community for appointments, bill paying, banking and social outings.

TIMEFRAMES FOR ENGAGEMENT & SERVICE DELIVERY

SETAC has a commitment to providing timely services to you when you access a service, but we need work through a few things with you first before we start delivering services.

The following outlines the steps we need to complete and the timeframe in which these things should occur.

- Once you have contacted us, we will make a suitable date and time to discuss your service needs.
- Care plan developed - We will meet with you and/or your nominated representative to discuss your care needs and develop a care plan. The care plan will be ready for you to review within 5 working days of meeting with you to develop the care plan.
- Explanation of fees - When we discuss the care plan, we will also explain how the Home Care Package is worked out and the fees SETAC charges for service delivery to make sure you are aware of all the costs involved in service delivery.
- Home risk assessment – A risk assessment will be undertaken to ensure that it is safe for our workers to deliver the services required.
- Client agreement negotiated – We will develop a client agreement that outlines the services you will receive, and the fees involved in service delivery.
- Charter of Aged Care Rights – We will explain your rights as an aged care consumer and ask that you sign the form to say we have explained your rights.

IF YOUR CIRCUMSTANCES CHANGE

If you consider that your circumstances have changed and you need more services, you will need to be referred through My Aged Care for reassessment.

REVIEW VISITS

The Aged Care Coordinator will visit you on a regular basis to check on your care. The first review will occur 4-6 weeks after commencement of services and then at 6-month intervals or more frequently if care needs change. You will be contacted beforehand to arrange an appointment date and time.

These visits ensure that your care plan is up to date and addresses your areas of concern, check work health and safety issues and to talk over any other areas of concern to you.

PRIVACY & CONFIDENTIALITY

When providing services SETAC has a legal obligation to maintain your privacy and confidentiality. You have the right to decide who has access to the information you have shared with a health professional.

SETAC use an electronic information system to manage client information. SETAC assures you that your records are kept confidential and private and only authorized staff have access to your information. Prior to signing the client agreement our aged care team will explain our procedures to maintain the privacy and confidentiality of your records.



Our aged care team will ask your consent before they discuss or give out any information about you. You will be asked to complete a '**Consent to Release Information and Care Coordination Form**' during the intake process to give us permission to talk with other service providers and share information about you with other service providers.

You have the right to withdraw your consent at any time using the same '**Consent to Release Information and Care Coordination Form**'

In the event you are unable to sign a release of information form, an authorised delegate (Enduring Power of Attorney) may sign to release information on your behalf.

In an emergency, we may release your information to the person identified by you on the Intake form.

If you ask in writing, you, or someone you give permission to, may access information from your client record. Information will be supplied within 3 working days from your request.

If you wish to complain about breach of the Australian Privacy Principles, the Office of the Australian Information Commissioner is available to investigate privacy complaints.

This office can be contacted on **1300 363 992**.

More detailed information about our Organisations privacy policy can be found on our website at www.setac.org.au/privacy.

COMMUNICATION WITH OTHER SERVICE PROVIDERS & PROFESSIONALS

To provide quality care for you or the person/s you care for, we will discuss and seek advice from a team of skilled people. To assist the aged care team to improve the quality of their services, your client file may be audited, and data may be collected for planning and research.

If this does happen to your file, all your personal information will be highly respected and kept private by all involved. Should you wish to change any information or discuss any aspects of the client consent process, please do not hesitate to contact the Aged Care Coordinator on **03) 6295 1125**.

DEVELOPING YOUR CARE PLAN AND SERVICE SCHEDULE

Our aged care team will use the assessment completed through the My Aged Care by the Aged Care Assessment Team (ACAT) to identify what services you have been approved to receive. We use information from the intake form we complete with you when you start with the service to identify how services will be delivered to meet your need.

We will discuss your personal goals and use this to develop a detailed care plan with you. When we have finished developing your care plan you will sign it as confirmation that the services contained in the plan meet your goals and are consistent with your package.

WHAT CAN & CANT YOUR PACKAGE PAY FOR?

There are rules about what can and can't be delivered through a Home Care Package, as outlined below. For more details, Client's and their advocates can view the [Home Care Packages Program Manual \(PDF\)](http://www.myagedcare.gov.au/publications/home-care-packages-manual) at www.myagedcare.gov.au/publications/home-care-packages-manual

Service Inclusions

PERSONAL SERVICES

- Activities of daily living
- Nutrition, hydration, meal preparation and diet
- Management of skin integrity
- Continence management
- Mobility and dexterity

SUPPORT SERVICES

- Leisure, interests and activities
- Care management

CLINICAL CARE

- Access to other health and related services

Service Exclusions

- Services, goods or supports that people are expected to cover out of their general income throughout their life regardless of age
- Accommodation costs
- Payment of home care fees
- Payment of fees or charges for care or services funded or jointly funded by the Australian Government
- Payment for services and items covered by the Medicare Benefits Schedule (MBS) or the Pharmaceutical Benefits Scheme (PBS) (or items that should be considered for funding through these schemes)
- Provision of cash debit cards or like payments to care recipients for any

CLIENT AGREEMENT

All clients who receive aged care services from SETAC will be requested to enter into a client agreement. The purpose of the client agreement is to make sure there is good communication between the service and the client about services to be delivered and the cost of those services.

The client agreement explains the service delivery arrangements, roles and responsibilities of clients and fees that will be charged.

The demand for aged care services is growing and the Government cannot pay for all services required. People who can afford to contribute to the cost of their aged care are expected to contribute towards the cost of their care. Funding for a Home Care Package is calculated based on this principle.

Australian

Government Subsidy

The Australian Government contributes a different amount for each level of Home Care Package.. The government contribution is paid directly to the home care provider you choose. The funds won't affect your pension, because they don't count as income.

Basic Daily Fee

The basic daily fee is an amount that everyone can be asked to pay. This fee is set by the government at a percentage of the single basic age pension; it varies (from 15.68% to 17.50%) depending on your Home Care Package level.

Income Tested Care Fee

An extra contribution that some people pay, as determined through an income assessment. This fee is different for everyone. It's based on your individual income, including your pension.

Additional Service Fees

Any other amounts you have agreed to pay for additional care and services that wouldn't otherwise be covered by your Home Care Package budget. This is something you directly agree to with your Home Care Package provider. These fees should only be charged if there aren't enough available funds in your budget to cover them.

SERVICE DELIVERY FEES

Our staff will talk with you about paying for services (if required) and ways you can organise your money to pay for services. They may also refer you to a financial advisor who has aged care expertise to help you work out your money to be able to pay for services.

If your service needs extend beyond what can be covered in the Home Care Package you can increase your client contribution to meet those needs. Special consideration may be given to people with limited finances who cannot afford to contribute to the cost of their care.

A schedule of fees charged for Home Care Package services is shown on the '**SETAC Home Care Package Client Fees Information sheet**' and will be documented in the client agreement. SETAC operates under the following fee principles:

- All clients assessed as having capacity to pay income tested care fees will be required to pay those fees.
- Clients with high and/or multiple service needs are not to be charged more than the annual cap or lifetime cap of fees, irrespective of the actual amounts of services used.
- Fees charged will not exceed the actual cost of service provision.
- Fees will not be charged in respect of services such as information and advocacy.
- Inability to pay for services cannot be used as a basis for refusing a service to people who are assessed as requiring a service. It will just mean that services can only be delivered to the amount available in the government contribution of your Home Care Package.
- No client will be charged the daily care unless a contribution is volunteered by the client.
- Procedures for the determination and collection of fees will consider the situation and special needs of individuals.
- The fee charged for a service will be all-inclusive and cover all material used in delivery of the service except for dressings.
- The revenue from fees is used to enhance and/or expand your Home Care Package services.

As a client of the service, you have a responsibility to pay fees specified in the Client Agreement. If there are any changes to your financial circumstances, contact SETAC and we will negotiate an alternative arrangement.

HOME CARE PACKAGE SCHEDULE OF FEES

Under consumer directed care principles SETAC has an obligation to be transparent about the fees we are charging. All Home Care Package clients are charged the following fees.

Care Management

Care management is an essential key component of every Home Care Package. It ensures you receive the appropriate level of support in a way that meets your current and future care needs. It should ensure there is no overlap, over-servicing or mismanagement of services. Care management may include:

- Reviewing your Home Care Agreement and Care Plan
- Coordination and scheduling of services
- Ensuring your care is aligned with other supports
- Providing a point-of-contact for you or your support network
- Ensuring the care, you receive is respectful of your culture; &
- Identifying and addressing risks to your safety.

Some services offer their clients a choice for the aged care provider to fully manage your care or for the client to self-manage their care. We have learnt from our experience it is hard for individual to self-manage their care and so SETAC only offer the option of fully managed care fees because we think this is the best way we can support your care.

Package Management Fee

Package management is the ongoing administration and organisational activities associated with ensuring the smooth delivery and management of your Home Care Package. It includes the costs for: preparing monthly statements; managing your package funds; and compliance and quality assurance activities required for Home Care Packages.

PAYING FOR SERVICES

If you are required to make a payment, we will make it convenient for you to pay for services. To ensure that recurrent fees are paid on time SETAC prefer clients to pay by direct debit, but payment will also be accepted by EFTPOS or in cash. SETAC will ensure that all handling of your money by staff will be correctly recorded and accounted for.

MONTHLY EXPENDITURE STATEMENT

You will receive a monthly statement showing all fee charged to expended against your Home Care Package. An invoice will also be provided for any fees owing.

WORK HEALTH AND SAFETY

To make sure there is a safe working environment for our workers, the Aged Care Coordinator will carry out a Work Health & Safety (WH&S) check and home risk assessment before commencing services at home. To protect the safety of our staff and meet our WH&S obligations, workers are **NOT** permitted to carry out the following:

- Moving furniture
- Clean surfaces that require extended reaching (e.g., windows, high cupboards, etc.)
- Stand on chairs or ladders etc.
- Use chemicals or hazardous substances
- Carry or move heavy loads e.g., including mattresses
- Carry out significant repairs or maintenance duties
- Feed or care for pets
- Perform household/cleaning duties for carers or other members of the family (services are only provided to approved clients).
- Cleaning up pet faeces inside or outside in the yard
- Clearing the yard of metal objects or rubbish prior to lawn mowing

After completing the WH&S check and risk assessment, risks or issues identified that directly affect the personal safety of the worker will be discussed with you or your carer. These hazards will be identified on the WH&S Checklist form. This form also outlines which actions need to be taken to make the situation suitable.

SMOKING

Staff are not permitted to smoke in client's homes or yard. We also remind you that our workers are entitled to a smoke free workplace. Please do not smoke indoors when staff are visiting to provide services to you.

ALCOHOL AND DRUGS

Care workers are not allowed to consume alcohol or be under the influence of alcohol or drugs within the workplace. It is impossible for staff to carry out their duty safely whilst under the influence of alcohol or drugs. Staff cannot purchase alcohol or drugs on behalf of clients or supply alcohol or drugs to clients.

Clients are also not to be under the influence of alcohol or drugs when workers are present.

SEAT BELTS

When being transported by a Care worker, a seat belt must be worn at all times unless your medical letter suggests otherwise (i.e., If you have a medical certificate stating this, then you must always carry the certificate with you while in any vehicle).

DRESS STANDARDS

Care workers must dress suitably when at your home or accompanying you on an outing. This is to make sure they look professional and meet work health and safety standards relevant to their job and work environment. All staff must wear covered footwear and lawn mowing crews must wear shirts.

SERVICE DELIVERY SCHEDULES

SETAC delivers services Monday to Friday 8.00am to 6.00pm. We can deliver services on weekends and public holidays for high care clients. Service times and days will be discussed with you when we develop your care plan. Delays in workers arrival times are sometimes unavoidable, however every effort will be made to keep service times as scheduled with you. If your carer is delayed for longer than expected the Aged Care Coordinator will contact you.

REFUSAL OF SERVICE

SETAC will make sure that clients who refuse or have been refused a service are not disadvantaged from accessing services in the future. On assessment you will be informed of your right to accept or refuse a service offered, and your ability to change services providers, without any discrimination.

SETAC may refuse to provide a service to you and will ensure that you are aware of the reasons behind the refusal. Possible reasons why SETAC may refuse a service to you on the following basis:

- You have not been approved by My Aged Care to receive the service
- The home risk has identified reasons why your home is an unsafe workplace
- Inappropriate referral
- Service is not provided by SETAC
- Funding availability is limited
- The service required by you is out of scope of SETAC.

In these situations, SETAC will suggest other options to you.

A service may be withdrawn temporarily if work health and safety issues arise. This will not hurt your right to have the service again, however SETAC reserve the right to refuse service if the worker is at risk of a workplace injury until the risk has been addressed.

NON-RESPONSE TO A SCHEDULED VISIT

If a care worker visits your home and you do not respond to the worker, the following steps will be followed:

- The worker will call the Aged Care Coordinator immediately and tell them that you are not responding to the scheduled visit.
- The worker will then follow your instructions on the ***'Non-Response Register'***, which you will fill in as part of your intake form.

If you are not home for a scheduled visit you will still be charged for the visit. If you are admitted to hospital or visit with someone unexpectedly, please ensure that someone calls SETAC to cancel the visit, so you are not charged for the service.

TEMPORARY CHANGE OF SERVICE

If you wish to change your day or time of service, please contact the 6295 1125 on 0306295004 to discuss the matter. If SETAC need to change your day or time of service for whatever reason, you will first be contacted.

WHAT TO DO IF YOU ARE ILL, GOING ON HOLIDAYS OR ADMITTED TO HOSPITAL

If you are going on holidays or have been admitted to hospital you need to let us know. You should contact SETAC on **03 6295 1125** and let the Aged Care Coordinator know. Telling the care worker is not enough. You need to ring SETAC so we can adjust staff rosters.

You need to be home when services are delivered. This is to ensure you can confirm the service has been delivered by signing for the service. If you are not home and you did not tell the **03 6295 1125** you would not be there, you will be charged for the service.

When you have visitors or relatives staying with you, please let SETAC know. We may need to adjust your service delivery schedule for the period they are staying with you to better suit your needs.

ARRANGEMENTS WHEN CARE WORKER IS ILL OR ON HOLIDAYS

When your care worker is away ill or on holidays, you will be told. SETAC cannot guarantee a replacement worker, however we will try and arrange this. If the time or day needs to be different from the arranged one, this will be discussed with you.

EMERGENCY AFTER HOURS SERVICE

SETAC is not a 24-hour service or an emergency service. If you are having a medical emergency or have care needs outside normal working hours you should call 000 for an ambulance or your general practitioner. If you are admitted to hospital unexpectedly you should let the hospital know you are receiving services from SETAC and that they should let us know you are in hospital.

STAFF TRAINING

SETAC staff are encouraged to undertake aged care training to enable them to better carry out their duties. Some training is compulsory for staff to undertake to make sure they keep their skills up to date and understand how to maintain a safe workplace.

CARE WORKER BEHAVIOR AND PERSONAL CONDUCT

Care workers are expected to treat clients and members of the public with dignity and respect. This includes being tolerant of views that may differ from their own, however clients should ensure that they do not make offensive remarks to staff.

Care workers are required to maintain a professional relationship with you and be respectful of your rights, dignity and cultural practices.

CONFLICT OF INTEREST

It is a conflict of interest and forbidden for any staff member to promote or encourage clients to enter into any type of agreement to purchase any goods that a staff person or their family member is promoting. This may include school / religious raffles or fundraising activities, cosmetics, health / dietary foods, glassware, Tupperware, Avon, Amway etc.

SIGNING OF HOME CARE WORKER ACTIVITY SHEETS

SETAC keep track of all services delivered to report activity to the funding agency and to invoice you for service delivery. After services have been delivered you will be required to sign the Home Care Worker Activity sheet to confirm that the services were delivered at the time indicated.

Please check the starting and finishing times before signing. These forms must not be signed if:

- a service has not been provided
- in advance of the service being provided
- if the sheet is blank.

The worker will take the last few minutes of the service time to fill out all appropriate paperwork relating to your service.

HANDLING MONEY

SETAC will minimise the handling of your cash and finances. However, if staff are required to handle your cash, there are processes and conditions that must be followed. These include:

- At no times is a change of money and/or benefits to occur between you and a staff member of SETAC
- If you ask a staff member of SETAC to support you in financial matters (e.g., organising wills, banking, shopping, and/or budget), staff must notify the Aged Care Coordinator to inform them of the request. It will be written in your client file along with the systems in place to assist with the request.
- Staff cannot sign on your bank account, know your PIN number, or use your debit / credit card
- If you give staff money to purchase groceries or other shopping for you, then they will document this in a receipt book showing the denomination of notes and coins given by you to the personal care worker which is signed by yourself and the staff member when you give them the money and when they return from shopping. The personal care worker will take a copy of receipts to record on you client file
- Under no circumstances is a staff member allowed to borrow money or other items from a client

SHOPPING

Where the services to you involve shopping, we ask that you tell us where your preferred shopping destination is the day before you are booked for transport. If for any reason you require to go to a different shopping location, you will need to contact reception to let them know.

ADDITIONAL SERVICES

SETAC can only provide the services approved by My Aged Care and specified on your Care Plan. If your care needs have increased beyond the services, you have been approved to receive you will need to be referred for reassessment through My Aged Care. The Aged Care Coordinator can help you with contacting My Aged Care to arrange for the reassessment.

CHANGING SERVICE PROVIDERS

As your needs change SETAC may no longer be able to meet all the client needs or expectations for service delivery. It is your right to change to another provider if you are not happy with our service or if we can no longer meet your services needs

If you want to transfer to another provider your Home Care Package funds will transfer with you.

If you decide to transfer to another aged care provider, you must give SETAC 14 days' notice in writing. We need this notice because we have commitments to staff on a roster a fortnight in advance. My Aged Care will be notified of your desire to change, and the new provider will need to accept the referral in My Aged Care.

An agreed date start date/cease date must be negotiated with the new service provider to ensure that you do not experience a disruption to service delivery and to calculate the balance of your Home Care Package to be transferred to the new provider. You will need to negotiate a Home Care agreement with your new service provider.

An exit fee up to the amount agreed in your client agreement will be charged to cover the cost of administration associated with transferring your care to another provider. If you do not have enough funds in your package to pay the exit fee you will not incur any debt from the transfer.

SETAC will need to wait for all your payments to be made against your package before it is reconciled. A final statement showing unspent home care funds will be provided to you and the new service provider within 56 days of ceasing service provision. The balance of your Home Care Package will be transferred to the new provider once your accounts are reconciled.

You will be expected to pay an outstanding fee prior to transferring to another provider. Outstanding fees will be deducted from your Home Care Package balance prior to transferring to another service provider.

CHARTER OF AGED CARE RIGHTS

When you become a client of SETAC we will provide you with a copy of the Charter of Aged Care Rights and explain it to you. The contents of the Charter of Aged Care Rights are shown below:

Charter of Aged Care Rights

I have the right to:

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

The Aged Care Coordinator will sign the Charter of Aged Care Rights to confirm we have explained it to you and ask you to sign it to confirm you have had your rights explained to you and that you understand them.

Consumers

As a consumer, you have the option of signing the Charter of Aged Care Rights (the Charter). You can receive care and services even if you choose not to sign.

If you decide to sign the Charter, you are acknowledging that your provider has given you:

- information about your rights in relation to the aged care service;
- information about your rights under the Charter; and
- a copy of the Charter signed by your provider.

SETAC encourages you to provide both positive and negative feedback on the services you receive to make sure these are the best they can be.

Client survey

Every year SETAC will send out a client survey to seek feedback about our services. We use this for planning and quality improvement activities. We also would like for you to tell us when our staff do something that you found good so we can pass your appreciation on to our hard-working staff.

Complaints

We understand that sometimes you may not be happy about the way we do things. We can't fix it if we don't know you are not happy. We encourage you to tell us when you are not happy. All complaints / feedback (whether formal or informal) will be:

- Treated fairly and kept private
- For more serious complaints, we will write back to you within 10 working days, and whenever possible, the matter will be resolved, within 15 working days
- Approached in a positive way, with the air of solving the complaint, and making any necessary changes to procedures and / or service delivery.

In the event of a complaint between you and your principal carer, SETAC asks you to let us know straight away so we can talk about it and help you fix the problem. We commit to using an open disclosure approach with you when managing your complaint. This means we will treat you with dignity and respect by being truthful with you and apologising if we have caused you harm or our actions could have caused harm.

SETAC recommends the use of an advocate (someone to speak for you). You may choose your own advocate/support person or utilise a qualified staff member or be referred to an appropriate person or agency.

Complaints Process

You can make a complaint by:

- Calling SETAC on 6295 1125 between 9.00am and 5.00pm Monday – Friday
- Completing a complaints form in person with the Aged Care Team Leader
- Downloading an online feedback form on the SETAC Website at www.setac.org.au/complaints or emailing your complaint to agedcare@setac.org.au

We sincerely hope you feel comfortable enough to talk to us about your complaint, but if not, you can contact Advocacy Tasmania for support. More information about Advocacy Tasmania can be found contacting contact@haveyoursaytas.org.au or they can be contacted on 1800 005 131, text them on 0457806963.

If you are not satisfied with the response you receive from SETAC or do not want to talk with us about your complaint you can contact the Aged Care Quality and Safety Commission to discuss your concerns. They can be contacted online at <https://www.agedcarequality.gov.au> or by telephone on **1800 951822**

Advocacy is a process of speaking up for or representing you. An advocate will stand by your side and provide you with strategies to exercise your rights. An advocate will listen to your concerns and help you to understand the issues and then speak for you if you are unable to speak for yourself.

SETAC will encourage you to use an advocate of your choice to make sure that you receive the best possible service. An advocate may be a relative, friend, neighbour or someone from an advocacy service.

If you don't have someone to be your advocate you could contact Advocacy Tasmania on **1800 005 131**, text them on **0457806963**, or / email on **contact@haveyoursaytas.org** or go to their website www.advocacytasmania.org.au to ask for assistance.



They will help you to:

- Understand your rights and responsibilities
- Raise and address care concerns
- Communicate your preferences
- Understand your service agreements, fees statements and budgets
- Review and negotiate your plans
- Research care and equipment options
- Make referrals for assessment and additional services

Thank you for choosing SETAC as your Aged Care Provider.