



THE HAVEN

Care - Comfort - Security

Home Care Information



The Haven has been providing aged care services to older persons in Wagga Wagga and surrounding areas since 1954. The Haven is independent, local and not for profit. Our Home Care Programs are accredited by the Australian Aged Care Quality Agency. Services are delivered and supported by a team of qualified staff.

The Haven's Home Care Packages (HCPs) and Commonwealth Home Support Program (CHSP) are supported by funding from the Australian Government.

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1. ABOUT OUR HOME CARE

The Haven has been providing aged care services to older persons in Wagga Wagga and surrounding areas since 1954. The Haven is independent, local and not for profit. Our Home Care Programs are accredited by the Australian Aged Care Quality Agency. Services are delivered and supported by a team of qualified staff.

The Haven offers home care services through two programs, which are funded by the Australian Government. They are the 'Commonwealth Home Support Program' (CHSP) and 'Home Care Packages' (HCPs). More information regarding the services provided, access and eligibility requirements and client rights and responsibilities for each program are detailed below.

2. COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

2.1. PURPOSE OF COMMONWEALTH HOME SUPPORT

CHSP services are a range of basic maintenance, support and care services to assist frail older persons and their carers. The aim of the CHSP program is to support older persons whose capacity for independent living is at risk, or who are at risk of premature inappropriate admission to long term residential aged care.

2.2. CHSP SERVICES

2.2.1. Range and type of services

Domestic Assistance	Domestic assistance tasks include: <ul style="list-style-type: none"> • cleaning; • dishwashing; • clothes washing and ironing; and • unaccompanied shopping.
Personal Care	Personal care includes assistance with daily self care tasks in order to maintain appropriate standards of hygiene, and grooming, including: <ul style="list-style-type: none"> • eating; • bathing; • toileting; • dressing; • grooming; • getting in and out of bed; and • moving about the house. Personal care is normally provided in a home but in some cases may be provided in a centre, for example where a client may be homeless or living in a temporary shelter.
Social support	Social support assists a client to participate in community life through meeting their need for social contact and accompaniment. Examples of typical activities include: <ul style="list-style-type: none"> • visiting services; • telephone based monitoring services; and • assistance with shopping and other related activities.

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Respite Care	Respite care involves providing supervision and assistance to a client in order to give the carer some assistance and rest. It may involve personal care, social support or any other service that provides relief to the carer. The carer may choose to not be present when the service is provided.
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2.2.2. Excluded Items

Services that are outside the scope of CHSP include:

- accommodation;
- health aids and appliances. Where items are required for the operation of a service they remain the property of The Haven;
- direct treatment for acute illness (including convalescent or post acute care);
- rehabilitative services directed solely towards increasing a person's level of independent functioning;
- specialist disability services other than those provided to people with dementia or a related condition;
- services for families in crisis;
- specialist palliative care services.

2.3. CHSP ACCESS AND ELIGIBILITY

2.3.1. What are the eligibility requirements?

The target population for CHSP services is frail older people living in the community. Older people are defined as people 65 years of age and over and Aboriginal and Torres Strait Islander people of 50 years and over. However, eligibility is not solely based on age but on the level of difficulty carrying out activities of daily living such as personal care; dressing; preparing meals; house cleaning and maintenance.

Carers are also eligible for services such as respite care where the person they care for is assessed as eligible for CHSP services.

To be eligible for our CHSP services an older person must:

- live in the community;
- have difficulty performing activities of daily living without help due to functional limitations; and
- be at risk of admission to long term residential care without the assistance of some CHSP service.

Clients and carers are not excluded from access to the service on the grounds of their gender, marital status, religious or cultural beliefs, political affiliation, particular disability, ethnic background, language, age, sexual preference, inability to pay or circumstances of the carer.

Eligibility is determined based on an initial screening assessment conducted by the Australian Government 'myagedcare' service.

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2.3.2. How can I apply for CHSP Services with The Haven?

To apply for CHSP Services with The Haven you must first contact “myagedcare”, which is run by the Australian Government and determines eligibility for aged care services and which services may suit you best. They will conduct an assessment and determine if you are suitable for CHSP services. Then they will refer you to an aged care provider. If you have a preference for services from The Haven just let them know and they will send your referral to us. Once you are approved and we have your referral we will contact you. Follow the steps below to apply:

1. Call “myagedcare” on 1800 200 422. The contact centre staff will ask you a range of questions over the phone to form a picture of your needs and care arrangements. The contact centre staff may arrange a face-to-face assessment of your needs to be conducted in your own home by a trained assessor.
2. Contact centre staff or your assessor may then refer you to aged care services close to you. You can let them know if you have any preferences for particular service providers. Contact centre staff may also give you aged care information and details on non-Commonwealth funded services.
3. If you choose to receive services from The Haven we will receive your information from the ‘myagedcare’ contact centre. Our coordinator will then contact you to arrange an interview and develop a care and support plan to meet your needs.

If you are happy with the support plan then we will provide you with a copy and a Care Recipient Agreement for your consideration.

If we are not able to assist you, we will let you know of other available services and arrange a referral if required.

If you are offered a place and decline the offer your name will be removed from the waiting list and you will need to submit another application.

More information on our agreements is detailed below under the heading ‘Client Agreement’

2.4. FEES AND CHARGES FOR CHSP

2.4.1. Client Contribution

CHSP Clients will be asked to make a contribution towards the funded services they receive. This fee will be determined on the clients capacity to pay and will be agreed upon prior to commencement of services.

Table 1 – CHSP Hourly Rates

	Pensioner From 1/7/17	Non Pensioner From 1/7/17
Domestic Assistance	\$11.00	\$16.50
Personal Care	\$11.00	\$16.50
Respite Care	\$11.00	\$16.50
Social Support	\$11.00	\$16.50

No client will be refused a service if it is determined through our income assessment that they do not have the capacity to make a contribution.

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2.4.2. Income assessment

We may ask clients to complete an income assessment in order to determine the fees to be paid. Our assessor will run through this with you at the time of the assessment. You are asked to advise us of any changes in income within 30 days of the change.

2.4.3. Fee reduction

We recognise that the circumstances of some people may make it difficult to pay the fees for support. If you are experiencing difficulties you can request a fee reduction. In assessing your request we consider your income, household circumstances and any other special circumstances or hardships that make it difficult to pay. You will be advised of the result of your request within 15 working days.

2.4.4. Appeal

If you are unhappy about the result of your fee assessment or application for a fee reduction you can appeal using the organisation's complaint process.

2.4.5. Paying your fees

We will provide you with a fortnightly statement detailing all fees. Ongoing fees are payable fortnightly in advance. You can make payment at our office, by post or via a direct debit. Credit card and eftpos payment is not available.

2.4.6. Other fees

Other fees may be charged for additional services that are negotiated between The Haven and the client where the services cannot be accommodated within the resources and funding available for a client's level of care or for major home modifications. These will be negotiated and agreed to in writing by both parties and The Haven will not charge any additional fees without the client's consent.

2.4.7. Disclaimer

These rates are applicable at the time of publishing. Fees may have been indexed and vary at the time of your admission to the program. As a result, the fees applicable at your time of admission to the program may vary from those detailed in this schedule.

3. HOME CARE PACKAGES (HCPs)

3.1. PURPOSE OF HOME CARE PACKAGES

These packages are targeted at frail older people who are assessed as having needs that can only be met by a coordinated package of care services to suit individually assessed needs on an ongoing basis. Home Care Packages provide a higher level of support than CHSP services. They are aimed at older persons with more complex care needs who need ongoing case management.

The purpose of Home Care Packages is to:

- assist people to remain living at home for as long as possible; and
- enable consumers to have choice and flexibility in the way that care and support is provided at home.

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There are four HCP levels available:

- Level 1 – Basic care needs
- Level 2 – Low level care needs
- Level 3 – Intermediate care needs
- Level 4 – High care needs

3.2. HCP SERVICES

3.2.1. Range and type of services

The range and type of care and support services available for a Home Care Package include:

Personal services: assistance with personal activities such as bathing, showering, toileting, dressing and undressing, mobility and communication.

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: assistance in using continence aids and appliances such as disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances, and enemas.

Mobility and dexterity: providing crutches, quadruped walkers, walking frames, walking sticks, mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, pressure-relieving mattresses and assistance with the use of these aids.

Nursing, allied health and other clinical services: speech therapy, podiatry, occupational or physiotherapy services, hearing and vision services. Home care level 1 and 2 packages are not intended to provide comprehensive clinical or health services. Home care level 3 and 4 packages have a greater emphasis on delivering complex care in the home, including more clinical care where needed.

Transport and personal assistance: assistance with shopping, visiting health practitioners and attending social activities.

Management of skin integrity: assistance with bandages, dressings and skin emollients.

A home care package may also be used to support the use of:

Telehealth: video conferencing and digital technology (including remote monitoring) to increase access to timely and appropriate care

Assistive technology: such as aids and equipment (particularly those that assist a person to perform daily living tasks), as well as devices that assist mobility, communication and personal safety

Aids and equipment: some aids and equipment that are directly associated with your care needs can be purchased using funds from your package budget. Read more about aids and equipment.

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3.2.2. Excluded items

The following services or items are outside the scope of the Home Care Packages Program and must not be included in any level of package.

- use of the package funds as a source of general income for the consumer
- purchase of food, except as 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

3.3. CONSUMER DIRECTED CARE (CDC)

The Haven's Home Care Packages are offered on a Consumer Directed Care basis.

CDC gives you more choice and control over the types of care and services you receive, how care is delivered and who delivers it to you.

Under CDC, you determine the level of involvement you would like to have in managing your own package. Under a CDC approach, consumers are encouraged to identify goals, which could include independence, wellness and re-ablement. These will form the basis of the Home Care Agreement and care plan.

The consumer decides the level of involvement they wish to have in managing their package, which could range from involvement in all aspects of the package, including co-ordination of care and services, to a less active role in decision-making and management of the package. There should also be ongoing monitoring and a formal re-assessment by the provider (at least every 12 months) to ensure that the package continues to be appropriate for the consumer".

The Haven has established agreements with other providers to provide services such as personal care, domestic services and gardening services. You can choose to have services provided by our staff, the suppliers we have established agreement with or you may choose your own provider. If you choose your own provider you must understand that before services can commence The Haven will have to establish a subcontracting agreement with them. This is required to ensure the provider meets legal requirements specified by the Government under the Aged Care Act, such as the requirement to have police checks for people who will enter your home. This is necessary for your protection.

Once your goals are identified and the type of services and service providers are determined we will provide you with a personalised budget based on your care and support plan. Each month you will be provided with a statement so that you can see how much funding is available for services and how the money is being spent.

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You will be informed in more detail about Consumer Directed Care when you are offered a placement and before entering any agreement. More information is available in our Home Care Packages Client Handbook. We are happy to provide a copy of this on request.

3.4. HCP ACCESS AND ELIGIBILITY

3.4.1. What are the eligibility requirements?

To receive a Home Care Package you must first be assessed by an Aged Care Assessment Team (ACAT) as requiring low level or high level care.

ACAT assessments are free of charge and can be arranged through your local ACAT Team. To find your local ACAT or for more information about ACAT assessments, go to My Aged Care at www.myagedcare.gov.au or call 1800 200 422.

Clients and carers are not excluded from access to the service on the grounds of their gender, marital status, religious or cultural beliefs, political affiliation, particular disability, ethnic background, age, sexual preference, inability to pay or circumstances of the carer.

There is not a minimum age requirement for eligibility purposes.

In some cases, younger people with disabilities, dementia or special care needs may be able to access a Home Care Package – if the person has been assessed and approved by an ACAT, and an approved provider is able to offer an appropriate package for the person.

A younger person can be assessed by an ACAT as eligible for a Home Care Package only where there are no other more appropriate services or care facilities available.

There are no citizenship or residency restrictions on accessing the Home Care Packages Program. However, the packages are not intended for visitors to Australia or people requiring temporary or short-term care.

3.4.2. How can I apply for a HCP with The Haven?

To apply for a Home Care Package (HCP) with The Haven you must first contact My Aged Care, which is run by the Australian Government and determines eligibility for aged care services and which services may suit you best.

They will conduct an assessment and determine if you are suitable for a HCP. Then they will refer you to an aged care provider. If you have a preference for services from The Haven just let them know and they will send your referral to us. Once you are approved and we have your referral we will contact you. Follow the steps below to apply:

- 1. Arrange an assessment** - Call “My Aged Care” (MAC) on 1800 200 422 or visit www.myagedcare.gov.au . The staff will arrange for the Aged Care Assessment Team to conduct an assessment of your care needs and determine your eligibility for a package.
- 2. Letter of approval** - If you are assessed as eligible for a HCP you will receive a letter of approval from My Aged Care that:
 - sets out the level of home care package you are approved to receive;

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- notifies you that you are placed in a national priority queue for home care packages and will be contacted when a suitable package becomes available for you.
- 3. Contact us to arrange an obligation free care support plan and budget** – Our Case manager can visit you in your home and assist you to develop a care and support plan to meet your individual needs within the funding for your approved level of care.
 - 4. Complete an Aged Care Fees Income Assessment** – Fees for HCP are income tested and determined by the Department of Human Services. You do not have to complete the assessment prior to being assigned a HCP but if you have your fee assessment before services commence you will have a better understanding of what your contribution will be. More information and forms are available on the My Aged Care Website or contact our office for the form.
 - 5. Be assigned a HCP** – When a home care package becomes available, you will get a letter from My Aged Care to let you know you have been assigned a package. The letter will set out the level of home care package that has been assigned to you and include a unique referral code.

You may be assigned a home care package below the level you have been approved for. This is so you can access care and services while you wait for a package at your approved level to become available.

You should contact us again and we will review your care and support needs and your budget. You will need to provide us with a copy of your package assignment letter with your referral code, along with the results from your income assessment from the Department of Human Services (if available).

You have 56 days to enter into a Home Care Agreement from the date of your assignment letter.

If you have difficulty and have not entered into a Home Care Agreement within the 56 days, or need more time to make a decision, you can call My Aged Care and they can extend the time by a further 28 days.

3.5. FEES AND CHARGES FOR HCPs

The Australian Government pays for the bulk of aged care in Australia. However, as with all aged care services you may be asked to contribute towards the cost of your care if you can afford to do so. You will never be denied the care you need because you cannot afford it.

There are three types of fees your provider may ask you to pay:

- the basic daily fee
- an income-tested care fee
- fees for additional services

3.5.1. Basic fee

Everyone taking up a Home Care Package can be asked to pay the basic fee, which is up to 17.5% of the single basic Age Pension.

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3.5.2. Income-tested fee

Depending on your income, you may be asked to contribute more to the cost of your care. This extra amount is known as an 'income tested care fee'.

The Department of Human Services works out the income-tested care fee based on an assessment of your financial information. The assessment does not include the value of your home or any other assets. In order for the Department to work out your income tested fee you must complete an Aged Care Fees Income Assessment Form and submit it to the Department of Human Services. If you do not complete the income assessment you will be liable for the maximum income tested fee. This is determined by the subsidy received for your level of care.

There are annual and lifetime caps that apply to the income-tested care fee. Once these caps are reached, you cannot be asked to pay any more income-tested care fees.

3.5.3. Additional service fees

Other fees may be charged for additional services that are negotiated between The Haven and the client where the services cannot be accommodated within the resources and funding available for a client's level of care or for major home modifications. These will be negotiated and agreed to in writing by both parties and The Haven will not charge any additional fees without the client's consent.

3.5.4. Exit fees

The Haven will not be charging an exit fee if you choose to transfer your package of care to another provider or if you choose to cease services.

3.5.5. Fee estimator for Home Care Packages

You can estimate your Home Care Package Fees by using the Department of Human Services 'Home Care Fee Estimator' on the [myagedcare](http://www.myagedcare.gov.au) website.

Visit <http://www.myagedcare.gov.au/fee-estimator/home-care>

3.5.6. Financial hardship

The Australian Government recognises that not everyone can afford to pay aged care fees and charges. If you can't afford to pay then there are hardship provisions to ensure that you can still receive the care you need.

Financial hardship assistance helps you when you have difficulty paying fees and charges for Home Care Packages or an aged care home. Your fees and charges may be reduced or waived according to your individual circumstances. In these circumstances, the Australian Government will pay some or all of your fees and charges on your behalf.

Your eligibility for a reduction in fees due to financial hardship is determined by the Australian Government. Visit the myagedcare website <http://www.myagedcare.gov.au> to find out more about eligibility and applying for financial hardship or come and see us for assistance on how to apply.

3.5.7. Paying your fees

We will provide you with a fortnightly statement detailing all fees. Ongoing fees are payable fortnightly in advance. You can make payment at our office, by post or via a

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direct debit. Credit card and eftpos payment is not available.

4. CLIENT RIGHTS AND RESPONSIBILITIES

4.1. ASSISTANCE FOR THOSE IDENTIFIED WITH SPECIAL NEEDS

The Haven will facilitate support for prospective clients with special needs to access information and services. The Haven has established links with local organisations to assist persons with special needs and has access to sources of information and assistance from national organisations. Information regarding special needs will be determined from the Aged Care Assessment, your application information discussions with you or your representative. Through this process appropriate assistance will be sought on behalf of the user and the Care Coordinator will endeavour to ensure that you understand the information about access and eligibility as well as your rights and responsibilities should you be offered a care package.

Information and assistance can be accessed to help various special needs groups including:- Aboriginal and Torres Strait Islanders; Care Leavers; Persons from non English speaking backgrounds; Dementia sufferers; Financially disadvantaged persons; Homeless people; Lesbian, gay, bisexual, transgender and intersex (LGBTI); persons suffering sensory loss; Socially disadvantaged or isolated persons; and War Veterans.

If you are a member of one of these special needs groups and would like further assistance then please contact The Haven's Home Care Manager who will provide you with appropriate advice.

4.2. CLIENT AGREEMENT

The purpose of the Agreement is to ensure that each client is made aware of their rights and responsibilities, how to exercise their rights. The agreement details:

- start date for the care
- details outlining how the client can suspend care
- an explanation of security of tenure
- conditions under which either party may terminate care
- an explanation that any variation must be by mutual consent, follow consultation between the client and the approved provider, and may only be made after the provider has given reasonable notice in writing to the client
- a copy of the client's care plan
- details of the client's rights about the service they are to receive
- a statement that the client is entitled to make, without fear of reprisal, any complaint about the care package, and an explanation of how to make a complaint. This refers to both internal complaint mechanisms and the Aged Care Complaints Investigation Scheme.
- a guarantee of the confidentiality, as far as legally permissible, of information provided by the client and the use to be made of the information
- a clear itemised statement of the fees payable (if any) by the client and how they were calculated
- other financial information relevant to the care and services provided to the client
- an explanation that a client is entitled to request a statement of the home care service's financial position, including costs of home care, ongoing fees payable by the client and a copy of the most recent version of the provider's audited accounts. This must be provided within seven days of the request.

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The agreement does not obligate you to a specified term of care. There are no penalties should you wish to terminate your package of care at any time apart from paying any fees owed up until the date service cease. All that is required is seven days written notice.

If you would like to consider the Agreement prior to making an application for a place please contact our administration staff and we will forward one to you (please do not complete an Agreement prior to being offered a place).

4.3. RIGHTS AND RESPONSIBILITIES

As a client you will have both rights and responsibilities.

Your rights are:

General

- To be treated and accepted as an individual, and to have your individual preferences respected
- To be treated with dignity, with your privacy respected
- To receive support that is respectful of you, your family and home
- To receive support without being obliged to feel grateful to those providing your support
- To full and effective use of all your human, legal and consumer rights, including the right to freedom of speech regarding your support
- To be treated without exploitation, abuse, discrimination, harassment or neglect.

Participation

- To be involved in identifying the support most appropriate for your needs
- To choose the support that best meet your assessed needs, from the support services able to be provided and within the limits of the resources available
- To participate in making decisions that affect you
- To have your representative participate in decisions relating to your support if you do not have capacity.

Support

- To receive reliable, coordinated, safe, quality support which is appropriate to your assessed needs
- To be given before, or within 14 days after you commence receiving support, a written plan of the support that you expect to receive
- To receive support as described in the plan that takes account of your lifestyle, other support arrangements and cultural, linguistic and religious preferences
- To ongoing review of the support you receive (both periodic and in response to changes in your personal circumstances), and modification of the support as required.

Personal information

- To privacy and confidentiality of your personal information
- To access your personal information.

Communication

- To be helped to understand any information you are given
- To be given a copy of the Charter of Care Recipient's Rights and Responsibilities - Home Care

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- To be offered a written agreement that includes all agreed matters
- To choose a person to speak on your behalf for any purpose

Fees

- To have your fees determined in a way that is transparent, accessible and fair
- To receive invoices that are clear and in a format that is understandable
- To have your fees reviewed periodically and on request when there are changes to your financial circumstances
- Not to be denied support because of your inability to pay a fee for reasons beyond your control.

Your responsibilities are:

General

- To respect the human, legal and industrial rights of Support Workers including the right to work in a safe environment
- To treat Support Workers without exploitation, abuse, discrimination or harassment.

Support

- To abide by the terms of the written agreement
- To acknowledge that your needs may change and to negotiate modifications of support when your needs do change
- To accept responsibility for your own actions and choices even though some actions and choices may involve an element of risk.

Communication

- To give enough information to assist the The Haven Home Care to develop, deliver and review your support plan
- To tell The Haven Home Care about any problems with the support.

Access

- To allow safe and reasonable access for Support Workers at the times specified in your support plan or otherwise by agreement
- To provide reasonable notice if you do not require support.

Fees

- To pay any fee as specified in the support plan or negotiate an alternative arrangement with The Haven Home Care if any changes occur in your financial circumstances
- To provide enough information for The Haven Home Care to determine an appropriate level of fee.

4.4. ACCESS BY ADVOCATES

You have the right to appoint an Advocate to act on your behalf.

Advocacy services may be required to assist in the management of your care, establishing or reviewing your agreement, negotiating fees and in presenting any complaints.

We will accept your choice of advocate and we encourage you to use the services of an advocate to communicate with The Haven regarding your needs and in the event of a dispute.

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If you do not have any one who can represent you The Seniors Rights Service will be able to assist you and they can be contacted on 1800 424 079.

If you, or your representative, ask for a person acting for an authorised body to assist you, we will allow that person to have access to the provider's home care service.

4.5. COMMENTS AND COMPLAINTS

You are welcome to make any comments, concerns or complaints known to management or staff at any time.

Our comment and complaint process will be detailed in your agreement. We encourage you to make complaints known as soon as they arise and we aim to resolve problems early.

We would like to be given the opportunity to respond to a complaint in the first instance but if you are not comfortable with this it is your right to refer your complaint to the Aged Care Complaints Commissioner or any other relevant government body which deals with complaints.

Aged Care Complaints Commissioner

Phone 1800 550 552; or
complete the online complaints form at www.agedcarecomplaints.gov.au or
write to: The Aged Care Complaints Commissioner
GPO Box 9848
SYDNEY NSW 2001

A complaint can be made orally or in writing.

4.6. PRIVACY AND ACCESS TO INFORMATION

The Haven observes the National Privacy Principles in the *Privacy Act 1988* and has a comprehensive Client Privacy Policy. All reasonable steps will be taken to protect the confidentiality of your information as far as legally possible and within the bounds of the Australian Privacy Principles in the Privacy Act. We will provide you with a copy of our Client Privacy Policy on request. Details of how we use your personal and health information is also contained in your agreement.

We understand the need to maintain the privacy and dignity of our residents and our staff sign confidentiality declarations.

You or your representative are entitled to access any information held in relation to you.

The Haven will ensure appropriate measures are in place to secure and protect personal information.

4.7. SECURITY OF TENURE

4.7.1. Commonwealth Home Support Program

As a client you can expect to continue to receive services unless your circumstances change. Services may only cease if:

- you take extended leave greater than three months other than for hospital leave
- you cannot be cared for in the community with the resources available to The Haven's

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- community care programme; or
- you tells us in writing that you wish to move to a location where the community care provided by The Haven is not provided; or
- you tell us in writing that you no longer wish to receive the care; or
- your condition changes to the extent that:
 - you no longer need community care; or
 - your needs can be more appropriately met by other types of services or care.

If this occurs we will inform you that your care needs have increased beyond what the program can reasonably provide and we will assist to negotiate more appropriate care services for you.

4.7.2. Home Care Packages

As a client you can expect to continue to receive services unless your circumstances change. Services may only cease if:

- you cannot be cared for in the community with the resources available to The Haven's community care programme; or
- you tell us in writing that you wish to move to a location where the community care provided by The Haven is not provided; or
- you tell us in writing that you no longer wish to receive the care; or
- your condition changes to the extent that:
 - you no longer need community care; or
 - your needs can be more appropriately met by other types of services or care.

If this occurs we will inform you that your care needs have increased beyond what the program can reasonably provide and we will assist to negotiate more appropriate care services for you.

If you are receiving a Home Care Package you are entitled to an independent review by the Aged Care Assessment Team to reassess your care needs and if you are no longer suitable for a Home Care Package.

4.8. COMMUNITY CARE COMMON STANDARDS

The Commonwealth Government has specified standards to ensure that clients receive care of the highest quality. These standards are used by the Department of Health to conduct 'Quality Reviews' of community care providers to ensure care outcomes for clients. The table below details the standards that The Haven has satisfied to maintain accreditation as an approved provider of community care.

Standard 1 - Effective Management
The service provider demonstrates effective management processes based on a continuous improvement approach to service management, planning and delivery.
1.1 Corporate Governance The service provider has implemented corporate governance processes that are accountable to stakeholders.
1.2 Regulatory Compliance The service provider has systems in place to identify and ensure compliance with funded program guidelines, relevant legislation, regulatory requirements and professional standards.
1.3 Information Management Systems The service provider has effective information management systems in place.

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1.4 Community Understanding and Engagement

The service provider understands and engages with the community in which they operate and reflect this in service planning and development.

1.5 Continuous Improvement

The service provider actively pursues and demonstrates continuous improvement in all aspects of service management and delivery.

1.6 Risk Management

The service provider is actively working to identify and address potential risk, to ensure the safety of clients, staff and the organisation.

1.7 Human Resource Management

The service provider manages human resources to ensure that adequate numbers of appropriately skilled and trained staff/volunteers are available for the safe delivery of care and services to clients.

1.8 Physical Resources

The service provider manages physical resources to ensure the safe delivery of care and services to clients and organisation personnel.

Standard 2 – Appropriate access and service delivery.

Each client (and prospective client) has access to services and clients receive appropriate services that are planned, evaluated and delivered in partnership with themselves and/or their representative.

2.1 Service Access

Each client's access to services is based on consultation with the client (and/or their representative), equity, consideration of available resources and program eligibility.

2.2 Assessment

Each client participates in an assessment appropriate to the complexity of their needs and with consideration of their cultural and linguistic diversity.

2.3 Care Plan Development and Delivery

Each client and/or their representative, participates in the development of a care/service plan that is based on assessed needs and is provided with the care and/or services described in their plan.

2.4 Client Reassessment

Each client's needs are monitored and regularly reassessed taking into account any relevant program guidelines and in accordance with the complexity of the client's needs. Each client's care/service plans are reviewed in consultation with them.

2.5 Client Referral

The service provider refers clients (and/or their representative) to other providers as appropriate.

Standard 3 – Client Rights and Responsibilities

Each client (and/or their representative) is provided with information to assist them to make service choices and has the right (and responsibility) to be consulted and respected. Clients (and/or their representative) have access to complaints and advocacy information and processes and their privacy and confidentiality and right to independence is respected.

3.1 Information Provision

Each client, or prospective client, is provided with information (initially and on an ongoing basis) in a format appropriate to their needs to assist them to make service choices and gain an understanding of the services available to them and their rights and responsibilities.

3.2 Privacy and Confidentiality

Each client's right to privacy, dignity and confidentiality is respected including the collection, use and disclosure of personal information.

3.3 Complaints and Client Feedback

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Complaints and client feedback are dealt with fairly, promptly, confidentially and without retribution.

3.4 Advocacy

Each client's (and/or their representative's) choice of advocate is respected by the service provider and the service provider will, if required, assist the client (and/or their representative) to access an advocate.

3.5 Independence

The independence of clients is supported, fostered and encouraged.

4.9. WHERE CAN I GET MORE INFORMATION?

Phone 02 6925 5500 or e-mail reception@haven.net.au

For further information on fees and agreements please address your inquiry to the Administration Manager.

For information on accessing services, the type of services and assistance with special needs please ask for the Executive Care Manager.