



Consumer Directed Care Handbook



*Your package
Your choice*



CareWays
community

Connected, caring and supportive communities

ABOUT CAREWAYS

CareWays Community are an Approved Provider of Home Care Packages under the Aged Care Act 1997. We have extensive experience in coordinating and providing care services to support frail older people to remain living at home independently. We are committed to positive ageing, providing quality support and care that is flexible and responsive to the individual needs of each person.

OUR VISION

Connected, caring and supportive communities

OUR STATEMENT OF PURPOSE

Progressive community services

OUR VALUES

We believe:

| | |
|------------|---|
| Connection | Connecting and working cooperatively |
| Access | Accessible for everyone |
| Respect | Respectful to all |
| Engagement | Engagement and participation |
| Welcoming | Welcoming and inclusive for all |
| Acceptance | Accepting and valuing differences and diversity |
| Yarning | Hearing and sharing stories |
| Support | Supportive and caring |

CareWays office operates within standard business hours; Monday to Friday 8.30am to 5pm.

1300 307 902



PACKAGES AND CDC

A Home Care Package is an allocation of funds by the Australian Government that allows you to tailor a package of care and services to best support your needs and help achieve your goals. Packages are flexible so you can tailor them to meet your needs today and alter them in the future as your needs change.

There are four levels of Home Care Packages, each of which have a different amount of funding.

| | |
|----------------|--|
| 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 level care needs |

All Home Care Packages will be delivered on a Consumer Directed Care (CDC) basis. CDC is a model of service delivery which allows you more choice and flexibility. CDC is a partnership approach, where CareWays will work with you to plan and design a package of care and support that meets your individual needs.

With a CDC Home Care Package, you can:

- Choose the services and products that will best meet your needs
- Have a greater say in how and when your services are delivered
- Work with CareWays to design your support plan
- Decide how much involvement you have in managing your budget and services



SERVICES

Your Home Care Package can be used for a range of services to support your needs. These include:

| | |
|--------------------------|---|
| Personal Services | Showering, toileting, dressing / undressing, mobility and transfers, supervision of self-medication |
| Support Services | Cleaning, laundry, shopping, lawn and yard maintenance, social visiting, respite care and transport, assistance with paying bills, forms and applications |
| Nutrition | Menu planning, meal preparation, assistance with eating utensils and feeding |
| Mobility | Purchasing / hiring mobility aids and assistance using mobility aids |
| Clinical Care | Nursing, allied health and other clinical services, therapy (such as speech, podiatry, occupational and physiotherapy) and hearing and vision services. |
| Skin Integrity | Bandages, dressing and skin emollients |

A Home Care Package may also be used to support the use of telehealth, assistive technology (such as personal alarms) and aids and equipment.

CareWays Care/Support Workers cannot assist with clinical care and some aspects of skin integrity however we can assist you to access all of these services as part of your Home Care Package, either through our partners or another provider of your choice.

Home Care Package funds cannot be used for:

- Buying food (except as part of enteral feeding requirements)
- Paying for permanent accommodation (including mortgage and rent)
- Items that would normally be purchased out of general income
- Travel and accommodation for holidays
- Payment of home care fees or fees for other types of care funded by the Australian Government
- Payment for items and services covered by the Medicare Benefits Scheme or the Pharmaceutical Benefits Scheme
- Cost of entertainment activities (including memberships and gambling)



SERVICE OUTCOMES

CareWays services are designed to promote positive ageing and help you maintain your independence for as long as possible. We are committed to helping you achieve the outcomes you want from your Home Care Package.

To drive this process, we encourage you to set some goals; something you want to achieve that is of importance to you. Your goals should focus on things that will help you improve or maintain your health and wellbeing or just make you happy.

Here is an example to get you started.

Desired Outcome

To remain living in my own home

Goal

I want to be able to cook my own meals

Challenges

- *I can't drive to purchase the ingredients*
- *I have never cooked before. I don't know how*
- *I have arthritis in my hands so it's difficult to hold a knife*



Support Strategies

- *Organise transport or an assisted shopping service*
 - *Book in for some cooking classes*
 - *Organise easy grip utensils*



BUDGET / FEES

Your Home Care Package will have an allocation of funds contributed by the Australian Government that can be used towards the cost of your care. The budget for your Home Care Package will be made up of:

- The Home Care Package funds from the Government
- Government Supplements (if eligible)
- The Basic Daily Fee (what you will be expected to contribute towards the cost of your care)
- An Income Tested Care fee (determined by the Government and an additional amount you may be expected to pay)

Your expenditure of funds from your budgets will consist of:

- An administration fee – this contributes towards CareWays operating costs such as insurances, government reporting, organisational overheads and invoicing
- Service and support costs – this is the cost of delivering your services and support as per your Person Centred Plan
- Contingency – an optional amount up to a maximum of 10% of your funds from the Government that can be kept in reserve for extra services in case of an emergency or unforeseen circumstances
- A one off set up fee – once you have signed your Agreement, CareWays will set up your services as agreed in your support plan and complete the required government reporting to confirm your entry into a package

CareWays will assist you to develop an individualised budget that considers all of the above factors. We will also provide you with a statement (complimentary) each month of the funds available and the expenditure in respect of the care and services provided to you during the month. Requests for additional statements or reprints will incur a cost.

Payment of fees is by direct debit from your nominated bank account or by Centrepay.



ALTERING SERVICES

CareWays are committed to providing services that meet your ever changing needs and lifestyle. If your services are scheduled for a day and/or time that is no longer suitable, please contact a member of the Community Care Team to discuss the changes you require.

If you will not be home for a scheduled service, please contact CareWays to cancel your service. Cancellations must be made before 12pm on the last working day (Monday to Friday) prior to the service. Cancellations after this time will be charged at the full service fee.

You may need to request a suspension of your services for a variety of reasons, such as a hospital admission, a holiday or residential respite care. To suspend services, you or your representative must contact CareWays and speak to a staff member, or provide this request in writing.

Varying or Reviewing Your Agreement

Your Home Care Agreement will be reviewed at least every twelve months in consultation with you and your representative. You can also request a review sooner if your needs change significantly.

1300 307 902

(Local call cost only)



PRIVACY

CareWays needs to collect personal and sensitive information about you to be able to provide your services. CareWays only collects information that is necessary to your support and is committed to protecting your privacy and confidentiality.

CareWays is an approved Aged Care provider that must continue to meet all laws and regulations concerning the provision of Aged Care services including meeting privacy and confidentiality laws and regulations.

Accordingly your record is stored securely and is only accessible to the staff involved in providing and administering your services. CareWays is required to provide information about the services we provide to the Government Departments that provide the funding for these services, for Home Care Packages this is provided to the Department of Social Services (DSS). *DSS Data Exchange Protocols* ensure all information provided is de-identified or encrypted so that none of your personal information will be accessed by DSS.

Mandatory Reporting

CareWays have mandatory reporting requirements regarding abuse, neglect and the safety and wellbeing of individuals. CareWays may release information from your record without your consent where:

- The release of information is required by law
- In a medical emergency



FEEDBACK

CareWays are committed to providing high quality services and welcome all feedback about any aspects of our services, the care we provide or the operation of our facilities. Feedback can be provided verbally to any CareWays staff member, or in writing. Written feedback can be provided to:

- Email: care@careways.org.au
- Post: PO Box 274, Dapto NSW 2530
- Facebook: www.facebook.com/careways
- Feedback Form: Call to request a form or download from www.careways.org.au/consumer-resources/

Compliments

CareWays appreciate your compliments for the care and services we provide. All compliments received are acknowledged with a *Compliments Certificate* to the staff or volunteer.

Complaints

All complaints received by CareWays are taken seriously and seen as opportunities for improvement. We aim to improve the quality of services provided by adopting a positive, blame-free approach to resolving complaints.

CareWays will investigate all complaints and work with the complainant to determine a suitable resolution. You can choose to remain anonymous if preferred. All complaints will be handled in accordance with CareWays *Privacy and Confidentiality Policy*.

If you are not happy with the resolution of a complaint, you can contact the Aged Care Complaints Scheme or the Community Services Division of NSW Ombudsman.



HEALTH AND SAFETY

Under the *Workplace Health and Safety Act 2011*, your home is considered a workplace for our staff. CareWays has a duty of care to ensure the safety of all staff (including support workers and volunteers) at all times.

To ensure the health and safety of all stakeholders, we require you and our staff to abide by CareWays policies and procedures, applicable legislation and your Person Centred Plan.

To ensure the health and safety of all, CareWays will undertake an In-home risk assessment at your place and requires you and our staff to abide by the following:

- Care/Support Workers cannot be in your home if you, or an authorised representative are not present
- Care/Support Workers are not to have keys to your home
- Ensure a smoke free working environment
- You are not to consume alcohol, or be intoxicated in the presence of care/support workers
- You are not consume, or be under the influence of illegal drugs in the presence of care/support workers. You are also not to have illegal paraphernalia visible whilst our care/support workers are present
- You are to ensure all pets are safely restrained before care/support workers enter the home (and for the duration of the service)
- You are to provide equipment that is in a safe working condition and suitable for the task
- You are to provide either a squeeze mop and bucket or a bucket with a built in wringer
- You are to provide approved cleaning products (as per CareWays Cleaning Products flyer)



You can ask a family member, friend or third party to advocate on your behalf. CareWays respect your choice to appoint an advocate and can, if required, assist you to access an advocate.

CareWays ask that you complete an *Authority to Act as an Advocate* form, to appoint or change your advocate. You can change your appointed advocate at any time, except in the case of court appointed guardians.

If you do not speak English, CareWays can help you access an appropriate Interpreter Service.

Nominated Contacts

You can choose the level of involvement each of your nominated contacts have in regards to your services. You may choose to authorise contacts to:

- Make decisions about and changes to your services
- Discuss your health and wellbeing with CareWays
- Sign documents on your behalf
- Discuss your account with CareWays
- Be contacted in emergencies or if CareWays are unable to contact you
- Being present as the contact person at each service



CONTACT US

CareWays office operates Monday to Friday 9am to 5pm, excluding public holidays. Phones are answered from 8.30am. CareWays can be contacted via the following:

In Person

Dapto Neighbourhood Centre (inside Dapto Ribbonwood Centre)
93 – 109 Princes Hwy
Dapto NSW 2530

Written

Postal

CareWays Community Inc
PO Box 274
Dapto NSW 2530

Email

care@careways.org.au

Phone

1300 307 902 or 02 4262 1918

Social Media

Website

www.careways.org.au

Facebook

www.facebook.com/careways

