



Support at Home Handbook

Feel right at home.



Southern Cross Care
(Tasmania) Inc.





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Contact information

South

40 Molle Street
Hobart, TAS, 7000
PO Box 815
Moonah TAS 7009
Tel: 03 6185 0700

North

3 Pattison Avenue
Youngtown TAS 7250
PO Box 1227
Launceston TAS 7250
Tel: 03 6185 0700

North-West

69 Best Street
Devonport TAS 7310
PO Box 152
Devonport TAS 7310
3 Alexander Street
Burnie TAS 7320
Tel: 03 6185 0700

HCS@scctas.org.au

scctas.org.au

In an emergency call 000

My Care Partner is:



Our Mission

To demonstrate the love of Christ by providing a range of aged care services which meet the needs of people in our Tasmanian community.

Our Vision

To be recognised as a leading provider of aged services and an employer of choice in Tasmania.

Our Values

In the Spirit of Christ and in the tradition of the Catholic Faith, we value:

Compassion

- We respond willingly and positively to help meet the needs of those around us.
- We promote a sense of belonging and community.
- We demonstrate and foster empathy and sensitivity towards residents, clients, their families, our colleagues and the whole community.

Integrity

- We look for the good in all people and recognise the contribution of each individual as we work together.
- We demonstrate honesty and trustworthiness in all that we do.
- We are conscientious and ethical in our decision making and take responsibility for our own actions.

Respect

- We believe in the sanctity of life and that each life is unique and has special individual worth and dignity.
- We recognise and respect individuality and diversity
- We treat all people with courtesy and respect regardless of gender, ethnic background, religious belief or economic circumstances.
- We manage our resources wisely to minimise the impact on the environment.

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Aged Care Quality Standards

These Strengthened Aged Care Quality Standards have been developed by the Federal Government and apply to all My Aged Care-funded home care supports.

There are seven standards that were created to guide best practice in service provision. They state what you can expect from us, and how we should be delivering our services to you. They make it easier for you, your families, carers, and representatives to understand what you can expect from our services

We want to deliver services that exceed your expectations. If you have any questions about the Aged Care Quality Standards or would like to learn more about them, visit agedcarequality.gov.au

Standard 1

I am valued and have choice over the life I lead

Standard 2

I have confidence in my service provider

Standard 3

My care is based around who I am and what's important to me

Standard 4

I feel safe and supported where I live

Standard 5

I get the right clinical care for me

Standard 6

I enjoy tasty and nutritious food every day

Standard 7

I contribute to the community I live in





Southern Cross Care
(Tasmania) Inc.

Strengthened Aged Care Quality Standards

Expectations for older people



Australian Government
Aged Care Quality and Safety Commission

Find out more
agedcarequality.gov.au/older-people



Support at Home program

Our Support at Home program provides flexible, coordinated care and services to help you live independently at home. The aim of the program is to meet your needs, while understanding that these needs can be quite varied and sometimes complex. Our services are based around you and helping you to stay in your home longer by improving the quality and access of your care. You will have an individual budget combining the funds from the Commonwealth subsidy and your contribution (should you make one) towards the cost of your care to ensure the best range of services to meet your needs.

Our team of Care Partners will work with you to develop a personalised support plan aligned with your SAH budget, support needs and preferences.

Under the new Aged Care Act, it is important that you have a voice and are able to contribute to the type of care you receive, based on your goals in achieving wellness and staying at home longer.

The Act ensures that Support at Home considers things such as:

- The Restorative Care Pathway, to maintain and improve your independence through allied health services
- The Assistive Technology and Home Modifications scheme for access to products, equipment and home modifications to meet your assessed needs
- The End-of-Life Pathway, with extra funding to support older people to stay at home in their last three months of life.

We will be discussing things with you such as, "What supports do you need to enhance your quality of life and improve your independence? What would really make a difference? What goals do you have that we could help you to achieve? What would help you to stay at home as independently as possible?"

Thinking about these things will enable you to discuss how you would like to tailor your package to best meet your objectives. We will then work with you to develop a care plan that is designed for your support needs and has the flexibility to change as your support needs change.



Care Partners

You will have a dedicated Care Partner to support you throughout your Support at Home journey. They will regularly visit and speak with you to review your support needs and your care plan to ensure the services you are receiving are timely and of the highest quality.

You can also contact your Care Partner as required to discuss your supports or request a review when your needs change.

You can contact Southern Cross Care on the number below to speak with your Care Partner.

Central number: 03 6185 0700

or

Email: hcs@scctas.org.au

Individual rights

We uphold the Statement of Rights and the Statement of Principles, as they were enacted as part of the Aged Care Act 2024. These have been included in this booklet for your information.

In addition, as part of the Support at Home program, you have the right to:

- Be involved in deciding what care is most appropriate for you.
- Be given enough information to help you make informed choices about the care you receive.
- Be given a written support plan for the services you receive. This plan will be reviewed regularly and as your care needs change or as you request change. The plan will be altered in consultation with you.
- Receive services that take account of your lifestyle, cultural, linguistic, religious and sexual preferences.
- Be able to take part in social activities and community activities as you wish.
- Be treated with dignity and have your privacy respected.
- Complain about the services you receive without fear of losing them or being disadvantaged in any way.
- Choose a person to speak on your behalf for any reason.

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Individual responsibilities

When you receive a Support at Home package you have a responsibility to:

Responsibility	What this means
Talk to your provider and give them the right information	Provide any information required to deliver appropriate care and services. Sharing your information gives us the bigger picture about you Information you may like to share could include: • up-to-date information about you • any concerns you have with care and services.
Pay contributions on time	Pay your contributions on time as agreed in your Support at Home agreement. If you cannot pay your contributions on time, let us know and we will find a resolution.
Treat others with respect	Maintain a safe place for practitioners to work. Any kind of violence, harassment or abuse towards staff or others is not acceptable. Everyone who is a part of your aged care journey including you, practitioners, aged care staff, families, carers and visitors must be respectful and considerate to each other.
Support at Home agreement terms and conditions	Support at Home agreements have terms and conditions that set out the rights and responsibilities of the provider and the care recipient.





Declining a request

In some circumstances SCC may not be able to accommodate your request for services. While we consider all requests for service, there are some instances where SCC is unable to assist. Examples where a support request could be declined include:

- If the request means that we would not be able to comply with our responsibilities under aged care legislation or other Commonwealth or state laws.
- If your requested practitioner does not have or will not enter into a subcontracting arrangement with us.
- Situations where you may want to go without necessary clinical services (resulting in a possible compromise of your health or wellbeing) to “save” for a more expensive non-clinical service.
- The cost of the service/item is beyond the scope of the available funds for the package and you do not wish to meet these costs.
- If the request for services is included in the list of excluded items as determined by legislation, such as: ‘cost of entertainment activities’ including club memberships and tickets to sporting events; home modifications or capital items that are not related to the care recipient’s needs; use of package funds as a source of general income for the care recipient.

A comprehensive list of exclusions including hiring or purchase of equipment can be found on the My Aged Care website and is detailed in the Support at Home Program Manual.

Privacy and confidentiality

All reasonable steps will be taken to protect and keep your information confidential as far as legally possible and within the bounds of the Australian Privacy Principles in the Privacy Act Amendment (Enhancing Privacy Protection) 2013, subsequent amendments to that Act and the Australian Government Privacy Principles.

Personal details and care information will only be used to meet your needs and will only be provided to hospitals, doctors, allied health professionals or other service providers who may need the information for ongoing care and service provision with your consent.

Health and safety

Our Support at Home program aims to provide you with the support necessary for you to lead as independent a lifestyle as possible. However, your choices should not place our Support Workers at risk of injury or ill health.

To help ensure a healthy and safe environment for all, you and your family are requested to:

- Contribute your ideas on Workplace Health & Safety issues to us via our feedback process.
- Understand that all Southern Cross Care (Tasmania) Inc. policies and processes are designed with the wellbeing of both you and our care staff in mind.
- Acknowledge that activities and routines may need to be adjusted from time to time to take into account the Workplace Health and Safety needs of Support Workers.

- Acknowledge that all employees have the right to a healthy and safe working life and therefore should not be expected to place themselves at risk of injury or ill health as a result of their employment activities.
- Appreciate that Workplace Health & Safety considerations may mean that not all requests for services can be accommodated as expected or preferred. This may mean we need to change some aspects of the service required before all requested services can be provided.
- Appreciate that our carers have the right to a workplace free from discrimination and abuse.

Pets

If you own a dog, we may ask that your dog be restrained or moved to another area of the house while our staff are in your home. As some people have allergies to other animals such as cats or birds, please inform the staff of any animals that are present in your home.

Support Workers

Support Workers allocated to you are selected based on skill, experience and mutual compatibility. However, if problems do occur, please contact us so that we may find a resolution without delay.

We cannot guarantee a particular worker for your service but will endeavour to send a regular worker from within your preferred worker group. You are assured that a comprehensive handover will be given to ensure continuity of care from your regular Support Worker.

- All staff will ensure you are treated with respect and dignity.
- All staff wear identification badges and a uniform for your security.
- All staff will respect your personal property (e.g., only handling or using your property with your permission).
- Staff will not bring other people or pets to your home without permission, while delivering a service.
- Staff will be timely and punctual. Sometimes there may be an unavoidable alteration to your regular visit time and we will endeavour to inform you of any alterations.



- Support Workers will refer any issues or concerns regarding changes to your health to us as soon as possible to ensure prompt action.
- While all care will be taken when handling your personal possessions, sometimes unavoidable accidents may result in damage to your property. It is expected that your insurance will cover any damage accidentally incurred. We cannot accept liability for any breakages or damage to property by our staff when attending to the tasks requested in your home. Where practicable, we suggest you ask staff not to handle items of sentimental value or those that would be expensive to replace.

Home or garden maintenance

Home and garden maintenance is a basic service to maintain a safe home environment.

Services that are part of the Support at Home program may include gardening, assistance with home maintenance and repairs, and expenses for home maintenance and repairs.

We request that you are present whenever home maintenance services are being provided. If you are unable to be home, please call the SCC office and the service may be rescheduled if provided with a few days' notice. You may need to make your own private arrangements if urgency is required or if an SCC contractor is unavailable or unable to provide the service required.

What our maintenance service

CAN provide:

- Essential light gardening (e.g., lawn mowing, pruning and yard clearance for safe access).
- Essential minor repairs and maintenance where the activity is something the person used to be able to do themselves or where required to maintain safety (e.g., clean gutters, replace lightbulbs and repair broken door handle).

What our maintenance service

CANNOT provide:

- Professional gardening services that would usually be paid for such (e.g., tree removal, landscaping, farm or water feature maintenance).
- Gardening services that relate to visual appeal rather than safety/accessibility (e.g., installation and maintaining plants, garden beds and compost).
- Professional maintenance and repair services that would usually be paid for (e.g., professional pest extermination, installing cabinetry, replacing carpets due to usual wear and tear) except if there is an imminent age-related safety risk (e.g., repairing uneven flooring that poses a falls risk or section of carpet damaged by a wheelchair)
- Services that are the responsibility of other parties (e.g., landlords, government housing authorities, generally covered by private insurance).

Cleaning

The cleaning duties and the area of the house to be cleaned will differ from person to person and will be determined by the initial assessment.

Domestic assistance that we can provide includes general house cleaning, assistance with laundry and shopping assistance.

What our Support Workers **CAN** provide:

- Essential light cleaning (e.g., mopping, vacuuming, washing dishes)
- Launder and iron clothing
- Accompanied or unaccompanied shopping

What our Support Workers **CANNOT** provide:

- Professional cleaning services that would usually be paid for (e.g., pest control, carpet cleaning, dry cleaning)
- Pet care
- Cost of groceries and other purchased items

Support Workers may not operate or handle any medical equipment (e.g, syringe driver, feeding tube, catheter, etc.) without express permission or instruction from your Care Partner.

It is preferable that Support Workers do not handle your money when shopping or banking is needed. However, there are inevitably times when this is necessary, so please discuss this with us.

Commencement of services

Services will commence within two weeks of signing your Support at Home agreement or as agreed with you. For all transport requests, we do ask that you please inform the office as soon as possible of your requirements and dates. This will increase the likelihood of us being able to meet your specific needs.

Visit times

Although we aim to schedule your support at a consistent time based on your preference, this cannot always be guaranteed. We will notify you if there are any time changes, so you can also review your schedule on your Alayacare Family Portal App.

Support plans

Your support plan outlines your Support at Home needs, the services you will receive to meet those needs and your service preferences.

The support plan is based on your individual needs and will be reviewed regularly to align with any changes in your support needs.

Support at Home information

Once you begin receiving Support at Home services, we will provide you with:

- Client information brochure
- A copy of your signed Southern Cross Care (Tasmania) Inc. agreement
- A support plan containing details of the services you have agreed to
- Contact telephone numbers
- Any other relevant documentation.



If you are not at home for a scheduled visit

Your Support Worker will try any alternative entrance for an answer, or may look through windows to see if you are home. They will then contact the office, and our office team will give you a call. If there is no response, we will contact your next of kin or emergency contact.

If it is expected that you should be at home, we will attempt to ascertain your whereabouts by contacting other appropriate contacts such as friends or neighbours (where nominated by you).

If we cannot find you and it is determined that you may be in the house and at risk, we will ring the police to obtain access to the house and be there for their arrival.

If you require alternative arrangements to this process, please let us know.



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Services during your absence

Regular services such as housework may only be provided while you or another person you designate is present.

Temporary suspension of services

- You may request that services be temporarily suspended at any time for any reason. This may include hospital leave, respite care, transition care or social leave.
- Please let us know the details of your leave and we will take the necessary steps to ensure that your package is placed on hold.

- If you are required to pay individual contributions, these contributions are payable on any supports delivered during your time on leave (e.g., gardening). Supports and services cancelled while you are on leave will not attract any individual contributions.
- There is a hardship provision by application to Services Australia if the payment of individual contributions will cause financial hardship.

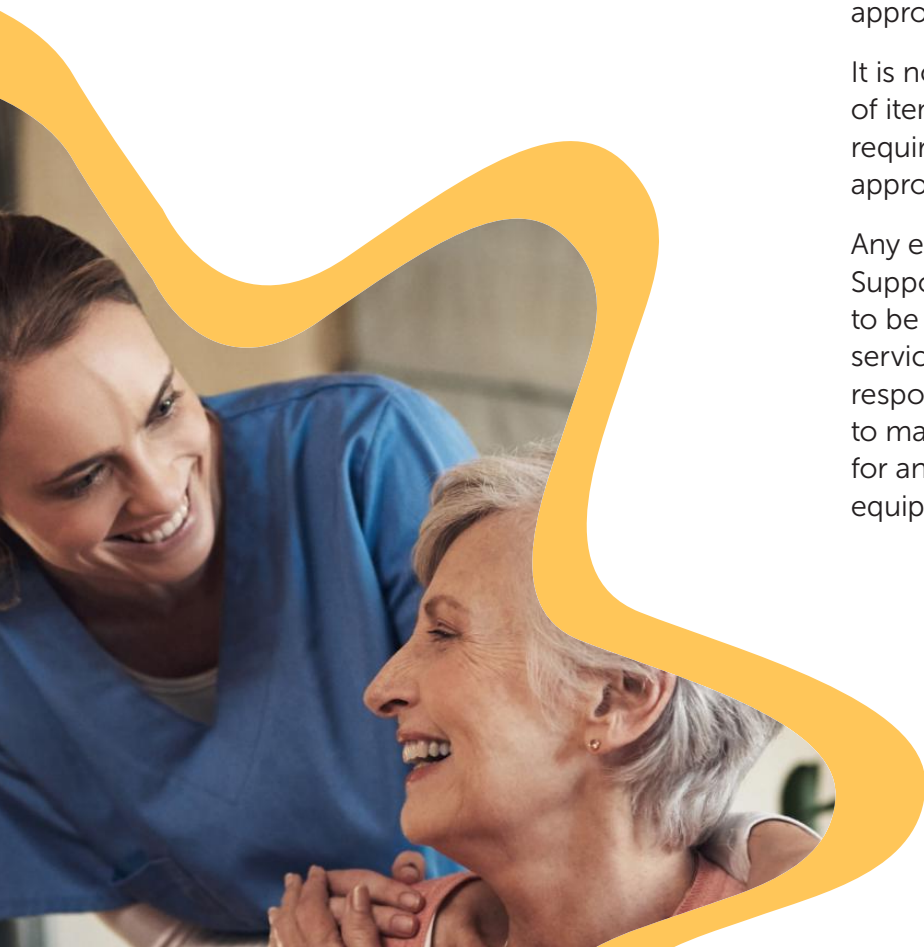
If there is less than two business days' notice of a visit cancellation given, the full charges for the planned visit will be incurred. For visits cancelled with more than two business days' notice, no charge will be incurred.

Equipment

If required, we will assist with referrals to practitioners such as a physiotherapist or occupational therapist to identify the most appropriate equipment for your needs.

It is not possible to reimburse the cost of items you have self-purchased as SCC requires the equipment to be assessed and approved by a practitioner prior to purchase.

Any equipment purchased through your Support at Home package is considered to be your property and therefore any servicing of the equipment will be your responsibility. It is also your responsibility to maintain adequate levels of insurance for any accidental damage or loss of the equipment.





Transport

Support Workers may provide transport to you in their own vehicle if this is part of your agreed plan of care and the cost per kilometre will be itemised as part of your budget. Parking fees will however be your responsibility to cover while out doing shopping or errands with your Support Worker.

Taxi vouchers or payment for independent travel are available when it forms part of your negotiated plan of support. This cost comes from your individual budget.

Support Workers are not permitted to transport people under the age of 18 without specific pre-approval, which will only be granted in exceptional circumstances. Pre-approval can only be granted by the Support at Home Care Partner or Service Delivery Partner.

Costs when accompanied by a Support Worker

We are committed to supporting you with social activities, however costs incurred by staff members such as meals, refreshments and admission to entertainment venues are not included in your Support at Home program budget and will need to be covered by you.

Family members as community Support Workers

Employing a family member as a Support Worker can compromise the service provider/recipient relationship in the areas of confidentiality, complaint procedures, supervision of the Support Worker and accountability for service quality.

For these reasons, we will not employ a family member to provide your care, unless under exceptional circumstances as outlined in the Support at Home Manual.

Admission to residential and respite care

If you are receiving services in our Support at Home program, you will have priority for admission to Southern Cross Care (Tasmania) Inc. facilities if this is your preferred option. This is dependent upon vacancies, and you will need to meet the usual eligibility criteria, including Aged Care Assessment Team assessment. We can help you in obtaining information regarding residential care if this is an avenue you wish to pursue.

Medication management

- Blister packs or other medication aids may be necessary to enable you to self-administer the right medication in the right dose at the right time.
- We can arrange this after consultation with you, your GP and pharmacist.
- If difficulties with medications are being experienced, we must be informed promptly and we will then work with you to find a suitable solution.

Advance care directives

An advance care directive is a way to record your wishes so that if you are too unwell to understand your medical treatment choices or communicate what you want, your wishes will still be respected.

If you have not discussed your wishes with family or friends and have not written down anything to guide them, they may not know what you would want them to do.

If you complete an advance care directive, you may save your family stress if an emergency should happen. We can provide extra information for you if you require it.

Keys

Support Workers are not permitted to accept a key to your house. If required, we can help arrange for the installation of a key safe device. Please chat with your Care Partner so that suitable arrangements can be made.

Gifts

We strongly discourage any gift giving to our staff. Although your right to make such gifts is respected, it is not always in the best interest of either you or the staff.

It is important that you and/or your family are not made to feel that gratitude is expected.

We therefore request that you do not offer individual staff members gifts or money. If you wish to convey special thanks, we ask that you limit this to a card, letter or email.



Witnessing legal documents

No Southern Cross Care Support at Home staff member is permitted to witness the signing of a will or any other legal document.

Smoking

Support Workers are not permitted to smoke cigarettes whilst on duty. For the same Workplace Health and Safety reasons that we request you do not smoke indoors when the Support Worker is present.

Services may be withdrawn if you do not comply with the non-smoking request.

Complaints, compliments and feedback

We are committed to continually improving our services for you. We will seek your feedback on a regular basis by asking you to complete a questionnaire, which will help us improve our services.

As a client you have every right to make a complaint or to criticise the services received without fear of reprisal.

We see complaints as a way to improve our services and there is a formal complaint process in place to ensure resolution and feedback is provided to you. This is available on request.

A form for raising complaints is included in this handbook. You could raise the concern or complaint verbally, in writing, or email.

You are assured of confidentiality and fair and equitable treatment during the complaint process.

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Any issues or concerns can be discussed with your Care Partner as soon as possible after the event to ensure prompt resolution, or you may of course contact the Team Leader in your region.

South Care Partners: 03 6185 0700

North Care Partners: 03 6185 0700

North-West Care Partners: 03 6185 0700

Whistleblower

If you, a family member or your representative feel that your rights have been breached under the Aged Care Act 2024, you can make a whistleblower disclosure. This is a process of reporting any serious issues for investigation.

These disclosures can be made using our Whistleblower Hotline, by talking to an aged care worker, or by going directly to the **Aged Care Quality and Safety Commission at 1800 951 822**.

You are fully protected if you make a whistleblower disclosure and all disclosures will be taken seriously and investigated.

COTA Tasmania

COTA Tasmania (Council on the Ageing) has been the voice of older Tasmanians for over 50 years.

COTA Tasmania has a strong role in policy and advocacy that affects older Tasmanians across the State. COTA also run free legal advice sessions for older Tasmanians.

T. 03 6231 3265

**E. admin@cotatas.org.au
cotatas.org.au**



OPAN (Older Persons Advocacy Network)

OPAN offers free, independent and confidential support, information and advocacy to older people seeking or already using Australian Government-funded aged care services, along with their families and carers.

They can give you or an older person you know the advice to find the right aged care services for you, help you understand and exercise your rights, advocate on your behalf and keep you connected to the people you care about.

T. 1800 700 600
opan.org.au

Guardian and administration board

Anyone with a genuine concern for the welfare of a person who is incapable of making his or her own decisions such as someone with a disability, dementia, an acquired brain disability or psychiatric disability, can make an application to the Public Guardian. Their main role is to determine if a guardian or an administrator should be appointed to make relevant decisions for that person.

T. 03 6165 3444 or 1800 955 772
publicguardian.tas.gov.au

Cancellation of services

You may terminate the service at any time with 14 days' notice. Reasons for termination should be discussed with your Support Coordinator/Case Manager. There is a formal process of actions when transferring to another provider and your Care Partner will provide you with a My Aged Care Fact sheet on request.

SCC may terminate services to you with 14 days' notice. This will only occur after extensive meetings and discussions with all parties involved, consultation with ACAT(Aged Care Assessment Team)and liaison with residential care or other service providers where appropriate or requested.

Services may also be terminated if you do not meet your responsibilities as described in the 'Charter of Care Recipients' Rights and Responsibilities – Support at Home' for a reason within your control such as not paying the fees.

Whenever possible, alternative methods of service provisions will be organised prior to termination of service. Termination of services will not prejudice future provision of service to you.

If care needs exceed the budget a new Support Plan will be negotiated which will identify the highest priority of care needs available within your budget. This may include arranging another ACAT(Aged Care Assessment Team) assessment.

SAH budget information

Budget tool

Your Care Partner will formulate a budget with you on the initial visit. This enables you to decide together with your Care Partner exactly how you would like to structure your budget within the available combined income. You will then have an individual budget combining the Commonwealth funding for your level of package and your agreed fee contribution (where applicable).

Costs

The Schedule of Fees for Common Services is included in your agreement. A full schedule of specialised care and services will be given to you on admission for your convenience and is also available on our website. SCC has a policy of being open and transparent with all fees – there are no hidden charges.

Business costs such as administration, office-related costs, insurance and marketing are included within the price for care and services.

Care Management services

This category will include the costs of:

- Initial assessment
- Set-up costs for new participants
- Case coordination and management
- Providing a point of contact for you and your support network
- Identifying and addressing risks to your safety
- Scheduling of services
- Arranging allied health consultations
- Acting on behalf of the client when negotiating with third parties
- Monitoring care
- Care planning and reviewing
- Formal reassessments
- Documentation and ongoing case notes
- Liaison with people you have agreed to such as family members, GPs, etc.
- Advice and arranging essential supplies such as continence products

Care management may be provided in different ways including face-to-face or by phone or email.



Viewing the budget

The budget can be viewed and a hard copy provided at any time on request and will be used when discussing any changes to services. It will clearly identify all of the total funds expended and the balance currently available including any unspent funds carried over from prior periods. The budget can also be emailed to your nominated address.

Support at Home supplements

The Commonwealth Government provides additional funding to Support at Home program participants in recognition of extra costs that may be incurred due to certain medical conditions or those living in rural or remote areas.

These include:

1. The Dementia and Cognition Supplement in Support at Home
2. The Veterans Supplement in Support at Home
3. Oxygen Supplement
4. Enteral Feeding Supplement
5. AT-HM Remote Supplement: For those needing Assistive Technology/Home Modifications in remote areas
6. Care Management Supplement: Supports providers for specific groups like Aboriginal and Torres Strait Islander people, homeless individuals, and care leavers

Support at Home supplements can be discussed with your Care Partner. We will then arrange a clinical assessment by your Clinical Care Partner and will submit an application to Services Australia to determine your eligibility for any of the supplements listed above.

Fee reviews

Individual contributions under Support at Home are assessed by Services Australia in consideration of the participant's income, assets and pension status to establish the appropriate contribution rate.

Billing and payments

A monthly statement will be provided to you which will clearly show all income and expenditure as well as the balance of available funds which will carry over each quarter. This statement can be provided in hard copy, email or via the Alayacare Family Portal App.

Your contribution, should you have one, will be billed on a monthly basis.

It is expected that the account will be paid promptly and preferably by direct debit. There is no cost associated with this. Forms will be supplied by your Care Partner. Payment via direct debit is SCC's preferred payment method.

There will be NO collection of fees in cash by the Support Workers.

Appendix: Costs for Support at Home programs

Individual contribution

Individual contributions are an essential part of the Support at Home program to ensure a fairer system that can provide access to better and more tailored services in an affordable way.

Contribution rates will be based on your income and assets, and vary by the amount and type of service you have received. An income and asset assessment similar to the Age Pension means test will be used to determine your contribution rate.

Those on the Age Pension and Commonwealth Seniors Health Card holders will pay lower contributions than self-funded retirees. If your income and assets are the same as those of a full pensioner, you may be eligible for the lowest contribution rates.

The amount you will pay will be set as a percentage of the price of each service you have received. This means that when you pay a contribution, the government will pay the remainder to the provider.

The contribution rate will be based on the type of Support at Home service received. You will not have to contribute for clinical care services, such as nursing and physiotherapy; the government will pay for all clinical care costs.

Contributions for services that support your independence, such as personal care, will be moderate. Many of these services play an important role in keeping people out of hospital and residential aged care.

Everyday living services, such as cleaning and gardening, will attract the highest contribution rates.

Individual contributions are not determined by SCC and are not negotiable. You can apply for financial hardship assistance.

An individual contribution estimator is available for use on the My Aged Care website myagedcare.gov.au/support-at-home-fee-estimator, or complete a paper-based Income Assessment Form.

Alternatively, have all your financial information ready and available and call Centrelink on 1800 227 475 to do this assessment over the phone to get an estimate of the costs you will be expected to pay. Once you have this verbal information you will still have to complete a paper-based form for submission.

There are annual and lifetime caps that apply to individual contributions. Once these caps have been reached, you cannot be asked to pay any more individual contributions. These caps are indexed on 20 March and 20 September each year and the current figures are available on the My Aged Care website. The cap amounts that apply to you are those that are current when you reach them, not those that were current when you entered care.



Financial advice

It is always recommended that you consult a financial adviser about your finances.

Provisions for financial hardship

If you believe you will face financial hardship in paying your aged care costs, you can ask to be considered for financial hardship assistance. Services Australia has details available to you on their website. The address is **servicesaustralia.gov.au/sa462**

Code of Conduct

The Code of Conduct for Aged Care (the Code) the wellbeing and quality of life for people receiving aged care, and boosts trust. The Code sets out that you should always be treated well and feel safe. SCC is committed to the Code and our employees follow the eight elements of the Code, which are:

- a. Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
- b. Act in a way that treats people with dignity and respect and values their diversity.
- c. Act with respect for the privacy of people.
- d. Provide care, supports and services in a safe and competent manner, with care and skill.
- e. Act with integrity, honesty and transparency.

- f. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.
- g. Provide care, supports and services free from:
 - i) All forms of violence, discrimination, exploitation, neglect and abuse and,
 - i) Sexual misconduct.
- h. Take all reasonable steps to prevent and respond to:
 - i) All forms of violence, discrimination, exploitation, neglect and abuse and
 - i) Sexual misconduct.

If you are concerned about the way we are providing your care or how we are behaving, it is important to let us know. Tell us about it so action can be taken to protect you and others. We will help you feel safe and supported to raise your concerns, give feedback or make a complaint.

If you feel uncomfortable speaking up or you would like some support, there are people who can help. You can disclose information under our whistleblower protections without any concerns for reprisal. We have a whistleblower hotline that you can call on 1800 434 136 to be connected to a local, independent advocate who can help you to raise your issue with us. You can also contact the Aged Care Quality and Safety Commission on 1800 951 822 or complete their online contact form at **agedcarequality.gov.au/contact-us**.

Serious Incident Response Scheme

The Serious Incident Response Scheme

(SIRS) is an initiative to help prevent and reduce the risk and occurrence of incidents of abuse and neglect of older Australians receiving Commonwealth-subsidised aged care and services.

There are eight incidents which SCC is required to report to the Aged Care Quality and Safety Commission:

- Unreasonable use of force
- Unlawful sexual contact or inappropriate sexual contact
- Psychological or emotional abuse
- Unexplained absence from care or a missing individual
- Stealing or financial coercion by a staff member
- Neglect
- Inappropriate use of restrictive practices
- Unexpected death

Incidents will be managed in accordance with our Incident Management Policy within a framework of open disclosure. Open disclosure refers to the practice of communicating with you when things go wrong, addressing any immediate needs or concerns and providing support, apologising and explaining the steps we have taken to prevent it happening again.



Keep in touch via app, text or phone

For Apple iPhone



For Android Phones



Interpreter Services

For clients who are non-English speakers we have access to a free interpreting service provided by TIS National. This service is fully funded by the Australian Government and is available to any non-English speaking clients and can be used to:

- Discuss care needs, services and preferences
- Discuss fees and charges
- Develop or review care documents, such as agreements, care plans and budgets
- Support clients to exercise independence in their care and participate in social and cultural activities such as weddings, funerals, family reunions, seniors' activities, clubs or social groups.



Statement of Rightsⁱ

Independence, autonomy, empowerment and freedom of choice

(1) An individual has a right to:

(a) exercise choice and make decisions that affect the individual's life, including in relation to the following:

- (i) the funded aged care services the individual has been approved to access;
- (ii) how, when and by whom those services are delivered to the individual;
- (iii) the individual's financial affairs and personal possessions; and

(b) be supported (if necessary) to make those decisions, and have those decisions respected; and

(c) take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.

Equitable access

(2) An individual has a right to equitable access to:

(a) have the individual's need for funded aged care services assessed, or reassessed, in a manner which is:

- (i) culturally safe, culturally appropriate, trauma-aware and healing-informed; and
- (ii) accessible and suitable for individuals living with dementia or other cognitive impairment; and

(b) palliative care and end-of-life care when required.

Quality and safe funded aged care services

(3) An individual has a right to:

(a) be treated with dignity and respect; and

(b) safe, fair, equitable and non-discriminatory treatment; and

(c) have the individual's identity, culture, spirituality and diversity valued and supported; and

(d) funded aged care services being delivered to the individual:

(i) in a way that is culturally safe, culturally appropriate, trauma-aware and healing-informed; and

(ii) in an accessible manner; and

(iii) by aged care workers of registered providers who have appropriate qualifications, skills and experience.

(4) An individual has a right to:

(a) be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and

(b) have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.

Respect for privacy and information

(5) An individual has a right to have the individual's:

(a) personal privacy respected; and

(b) personal information protected.

(6) An individual has a right to seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

Person-centred communication and ability to raise issues without reprisal

(7) An individual has a right to:

(a) be informed, in a way the individual understands, about the funded aged care services the individual accesses; and

(b) express opinions about the funded aged care services the individual accesses and be heard.

(8) An individual has a right to communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.

(9) An individual has a right to:

(a) open communication and support from registered providers when issues arise in the delivery of funded aged care services; and

(b) make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and

(c) have the individual's complaints dealt with fairly and promptly.

Advocates, significant persons and social connections

(10) An individual has a right to be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.

(11) An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.

(12) An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:

(a) significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the individual lives and visits to family members or friends; and

(b) the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and

(c) if the individual is an Aboriginal or Torres Strait Islander person—community, Country and Island Home.

(13) An individual has a right to access, at any time the individual chooses, a person designated by the individual, or a person designated by an appropriate authority.

ⁱ *Aged Care Act 2024*, Section 23

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Date of occurrence			Site	
Name of person providing feedback			Feedback ID	
Contact Details	Phone		Mobile	
Email				

Complaint ☐ Compliment ☐ Suggestion ☐

Feedback received from: (please tick one box)

Consumer ☐ Family/Representative ☐ Staff ☐ Other (please provide details below) ☐

[illegible][illegible][illegible]

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