

# COMMUNITY CARE SERVICES



Supporting you to access support  
services in your home



YARRAM + DISTRICT HEALTH SERVICE

# DID YOU KNOW?

YDHS OFFERS A RANGE OF  
HOME AND COMMUNITY  
CARE SERVICES



## ABOUT

## YARRAM & DISTRICT HEALTH SERVICE'S COMMUNITY CARE

Yarram and District Health Service is proud to offer a wide range of services for the community's health, wellbeing and elderly care. We work hard to meet the needs of our community by using a flexible funding model. By partnering with others, we are able to provide services to the entire South Gippsland area, improving the way we deliver care.

At Yarram and District Health Service (YDHS) we are proud of our innovative healthcare service that has the capacity to embrace a holistic approach to health and wellbeing. We provide not only hospital and aged care services, for which we are well-known, but also many other services to help people live independently in the community.

YDHS' Community Care Service has a number of trained staff to provide a wide range of services to senior Australians and those with disabilities to promote their independence within the community.

Services available through our Community Care Service include:

- Domestic assistance
- Personal care
- Allied health
- Nursing
- Garden and property maintenance
- Care coordination
- Respite
- Meal preparation
- Shopping assistance
- Transport
- Social support
- Meals on wheels





# HOW WE WILL WORK TOGETHER

We work with you, and the people who support you, to find out the things that you want to achieve and the things that are important to you. We then help to put in place the right solutions with you.

We want to ensure that you are at the centre of every decision. We will help you do as much as you can for yourself to help maintain your independence.



We start by listening to you and exploring:

- What you can do for yourself.
- What you need help with to stay safe and well at home.
- What you want to be able to do or keep doing.

**LISTEN**



We then make a plan with you, your carer or any person you believe should be involved. This lists what you want to achieve and the supports and services available to help maintain and strengthen your ability to remain living at home and in your community.

Plans will vary depending on each person. We will regularly review your plan with you.

We aim to work in partnership with other people who support you such as family, friends, local community groups, your doctor and other health professionals such as allied health, counselling, diabetes educator and social support groups.

We prioritise services to those most in need.

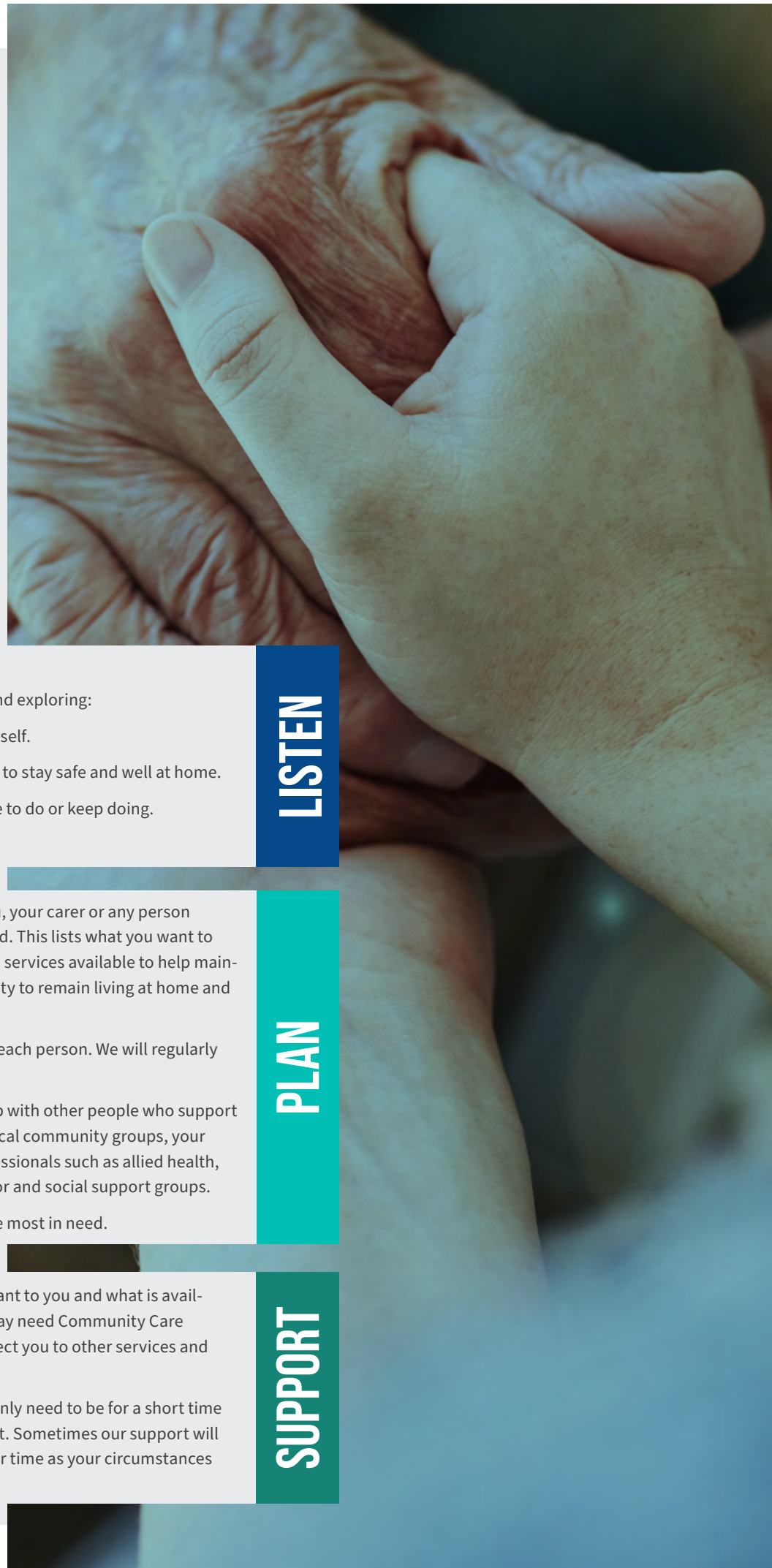
**PLAN**



Depending on what is important to you and what is available in your local area, you may need Community Care Services or we can help connect you to other services and groups.

Sometimes our support will only need to be for a short time until you get back on your feet. Sometimes our support will be ongoing. It can change over time as your circumstances change.

**SUPPORT**



# HOME CARE PACKAGES

A Home Care Package helps you live independently in your own home for as long as you can. The program provides a subsidy towards a package of care services and care management to meet your personal needs.

Once allocated to you, a package is available for as long as it meets your level of need or circumstances.

Package levels are:

- 1 Supports people with basic care needs.
- 2 Supports people with low level care needs.
- 3 Supports people with intermediate care needs.
- 4 Supports people with high level care needs.

Each level of package attracts different amounts of funding, with all levels being regulated by the guidelines and quality standards set in the *Aged Care Act 1997*.

To be eligible you need to be assessed by the Aged Care Assessment Service (ACAS); this process begins with registration or a referral to My Aged Care. This is usually arranged by a general practitioner, nurse, or other health service provider, although you or a family member can also request an assessment.

Limited packages are available and once you have been assessed as eligible for one of the four levels of care by ACAS, you will be placed on a waitlist. When a package becomes available you will be notified by My Aged Care and you will receive a unique referral code. This can be provided to any approved service provider, such as YDHS to support a discussion about your care needs and your services.

# FINDING A CARE PACKAGE PROVIDER

The My Aged Care website provides a list of all the home care service providers in your area. If you want to do your own research, you can at [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or you can phone service access on 1800 934 722 and ask for details about YDHS Home Care Packages.

# YDHS HOME CARE PACKAGES AND SUPPORTS

YDHS is an experienced and trusted provider of Home Care Packages. If you decide YDHS is the right package provider for you, you will need to meet with the Community Care Manager to discuss your needs and options. You may choose to include your carer or family members in this meeting. You will discuss what your specific needs are, the cost of these services and how YDHS could go about providing the services within your allocated budget.

All Home Care Packages come with a lot of flexibility.

The Consumer Directed Care (CDC) approach puts you - the consumer - in the driver's seat (if you wish). You will have a lot more opportunity to say how the funds allocated to you in your package are used, so that you can get the things you think will make your life easier.

We will also explain the details of your funding which will include:

- What your package level funding is.
- What fees will be charged.
- Individual service charges.

Together, we will see what is manageable within the budget.

If you are comfortable with the information provided and choose YDHS as your Home Care Package provider you will be asked to sign a Home Care Package Agreement.



## CARE MANAGER

On commencement of your Home Care Package with YDHS, you will be assigned an experienced Care Manager. Their initial responsibilities and key tasks will ensure the right services are tailored to your needs and package.

Your Care Manager's responsibilities and key tasks include:

- Being the main contact point for you, your carer and service providers.
- Working with you to identify your care plan goals and the individual budget, including all income and expenditure (including fees).
- Communicating with all parties involved to make sure your needs are met.
- Acting as your advocate to ensure your rights are protected (if required).

Your Care Manager is required to meet face-to-face with you for a minimum of four visits per year and a minimum of 10 phone calls



## CARE PLAN

A Care Plan is a document that is developed in partnership with you and your service provider. It identifies your goals and the support required to meet those goals.

Your Care Plan may include:

- The care and services you will receive.
- Who will provide which services.
- How much involvement you will have in managing and coordinating your services.
- How often your services will be delivered.

You will be provided with a copy of your Care Plan, and with your permission, a copy will be sent to other people such as family members and/or service providers including your doctor.



## BUDGET

An individualised budget will be developed by your Care Manager in partnership with you and your service provider and is prepared as part of the care planning process. It will clearly identify the total funds available and how these are to be expended.



## REVIEWS

If your Home Care Package level and services stay the same throughout the year, your Care Plan and will be reviewed annually or as requested.

If your Home Care Package level increases, or your health status changes and you require different/more services, your Care Manager will arrange a time to meet with you to update your budget and/or Care Plan.



## ACCREDITATION

YDHS, like all other health services, must be accredited to ensure safety and quality.

External inspectors called surveyors check all health services against a range of standards which includes examining clinical care, community areas and residential areas. YDHS will notify all Home Care Package clients when this occurs to ensure you are aware of the process if contacted by one of the surveyors.





## CONSUMER FEEDBACK

YDHS has a consumer feedback brochure for consumers to record their concerns, or to provide positive feedback about our services.

Compliments and complaints may be lodged with any employee within the organisation and can be received:

- In person.
- In writing.
- By telephone.

Consumers may contact the YDHS Quality and Risk Manager directly on (03) 5182 0222 to provide a compliment or make a complaint regarding their service. You can also contact the Aged Care Quality and Safety Commission on 1800 951 822 to make a complaint.



## CARE EXPENDITURE

These are the allowable services and items identified in your Care Plan that can be purchased with the monies in your Home Care Package.

The guidelines allow for a range of personal and clinical services and items designed to assist you to remain living at home as long as possible, however there is a list of exclusions that your Care Manager will advise on as the need arises.

Once you have identified your care needs, your Care Manager will provide to you a list of service providers and related information that may assist your decision-making process.



## FEES & CHARGES

Ensuring the package works and you get the services you request takes a considerable amount of administration and service delivery time all of which come at a cost.

YDHS charges Home Care Packages in line with Aged Care Commission's recommendations of 35% of your package. This is broken down into a care management fee of 20%, and a package management fee of 15%.

All fees are reviewed annually or on request. YDHS complies with all commonwealth guidelines and will consider any matters raised with regards to financial hardship or individual circumstances before finalising fee structures.

YDHS will provide you a monthly statement, clearly explaining:

- Income received by Government.
- Your available funds.
- Your monthly costs.
- What you have spent.
- The balance of funds remaining.

Any unspent funds must carry over from month to month, and from year to year, for as long as you continue to receive a Home Care Package.





# YOUR RIGHTS

As a consumer of YDHS, you need to know what to expect from the health service. It is also important for you to understand what your responsibilities are when receiving these services.

The Charter of Aged Care Rights describes your rights as a consumer of Australian Government-funded aged care services.

Under the Charter of Aged Care rights, you have the right to:



**Safe and high quality care and services.**



**Be treated with dignity and respect.**

Have your identity, culture and diversity valued and supported.

Live without abuse and neglect.



Be informed about your care and services in a way you understand.



Access all information about yourself, including information about your rights, care and services.

Have control over and make choices about your care, and personal and social life, including where the choices involve personal risk.



Have control over, and make decisions about, the personal aspects of your daily life, financial affairs and possessions.



Your independence.

**Be listened to and understood.**



Have a person of your choice, including an aged care advocate, support you or speak on your behalf.

Complain free from reprisal, and have your complaints dealt with fairly and promptly.



Personal privacy and to have your personal information protected.

Exercise your rights without it adversely affecting the way you are treated.

## FURTHER INFORMATION

For further information regarding YDHS' Home Care Packages call us 1800 934 722 or visit us at [www.ydhs.com.au](http://www.ydhs.com.au)



## NOTES

