



**Do more
Be more
Live more**

With Intereach

Intereach Aged Care Services

Home Care Packages Booklet

intereach 



Intereach is a not-for-profit community organisation working across the Riverina-Murray region of NSW and central and northern Victoria.

We are committed to developing community infrastructure and supporting rural and regional communities.

Today, we have 17 offices, which are located in Albury, Balranald, Bendigo, Cootamundra, Corowa, Deniliquin, Echuca, Finley, Gisborne, Griffith, Hay, Maryborough, Mildura, Seymour, Shepparton, Swan Hill and Wagga Wagga.

Our Vision

'Strong connected communities'

Our Values

Leadership

We use our social influence to motivate others to reach their full potential.

Partnership

We work collectively with others toward a common goal of positive social and cultural change.

Social Justice

We protect and promote human rights by recognising that all people are free and equal in dignity and rights.

What We Do

Intereach offers a wide range of services, support and information for:

- Children and Families
- Community
- People with Disability
- Mental Health
- Older People

Intereach is the National Disability Insurance Scheme Partner in the community across the Murrumbidgee region of NSW and Loddon, Campaspe and Mallee regions of Victoria.



Intereach acknowledges the Traditional Owners and Custodians of the land and their strong spiritual connection to the land and the waterways.

We pay our respects to their Elders both past and present and to those of the future, for they hold the memories, the traditions, the cultures and aspirations of Aboriginal and Torres Strait Islander people.

We must always remember that despite major physical changes, this land is, was, and always will be Aboriginal land.

Intereach welcomes every person irrespective of gender or gender identity, age, Aboriginal or Torres Strait Islander heritage, cultural background, physical or intellectual abilities, country of birth, religious beliefs, sexual identity and other real and perceived differences.



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Welcome

to Intereach Aged Care Services

At Intereach, we understand the importance of maintaining independence and continuing to live in your own home and keeping active in your community as you age. It is why we are proud to offer services under our Home Care Package program. A range of home care support is available to people aged 65 and over, or 50 and over if you are Aboriginal or Torres Strait Islander, that is flexible, designed to suit you, and affordable.

We strive to provide high-quality and personalised services to help you maintain your independence and quality of life.

We make this possible by working as a team; you and your family together with Intereach Aged Care staff and any other relevant person you wish to include to work together to develop the best possible plan for your needs.

Why you will love Intereach

If you're considering Intereach as your provider for Home Care Packages (HCP), here are some compelling reasons why we should be at the top of your list:

Expertise: Intereach is a leader in providing a wide range of services to older people, including those Home Care Packages. Our expertise and experience means we understand the specific needs of older people and can provide tailored, high-quality care that truly makes a difference in people's lives.

Personalised Care: We understand that everyone is unique and their care needs are specific to them. We take a person-centred approach to care, working closely with older people and their families to create personalised care plans that are tailored to meet the specific needs and preferences of each individual.

Quality Services: Intereach is committed to providing high-quality services to older people. We regularly review and update our services to ensure our service delivery and support is meeting the needs of older people

and that we are in line with the Aged Care Quality Standards.

Strong Community Connections: Intereach staff live in the communities they serve. This allows us to understand the specific needs of older people and to provide services that truly make a difference in people's lives.

Flexibility: Intereach offers flexibility in the services we provide, allowing older people to access services as and when they need them, and to make changes to their support plans as their needs change. This ensures that older people have the support they need to live independently in their own homes for as long as possible.

With Intereach, you can trust that you will receive expert, personalised care tailored to your specific needs and that your provider has a deep understanding of your community.

Accessing the Service

To access a Home Care Package provided by Intereach, you will need to first determine your eligibility for the program. Home Care Packages are a government-funded program that is designed to support older Australians to live independently in their own homes. Eligibility for the program is based on factors such as age, income, and level of need. Your financial situation won't affect your eligibility. But you may also need an income assessment through Services Australia to work out exactly how much you may be asked to contribute.

More information is available on the Home Care Package costs and fees page. Here are the steps you can take to access Intereach's HCP services:

My Aged Care (MAC)

My Aged Care (MAC) is your starting point to access government-funded aged care services. MAC has been established by the Australian Government to help you navigate the aged care system. It is part of the Australian Government's changes to the aged care system, which have been designed to give people more choice, more control and easier access to a full range of aged care services.

Contact Intereach:

Contact Intereach directly and our friendly team will talk you through the process to help you access HCP for your eligibility assessment.

Phone: [1300 488 226](tel:1300488226)

Visit: www.intereach.com.au

Email: agedcare@intereach.com.au

Determine eligibility:

During your initial conversation with Intereach Aged Care Services, you will need to provide some basic information about yourself. This information will determine whether you are eligible for the HCP Assessment, and may be used during the referral process to

Aged Care (AC). If eligible, the Aged Care Assessment Team/Service (ACAT/ACAS) will conduct an assessment to determine your eligibility of Home Care Package Level. Once your package is assigned, Intereach will work alongside you or your representative to develop a tailored care plan specific to your identified needs.

Accessing services:

Once your Care Plan has been developed, you can start accessing the services that have been identified as suitable for you and that are provided by Intereach.

Review and reassessment:

Your care plan will be reviewed regularly and updated as needed to ensure that it continues to meet your changing needs.

The process may vary depending on your location and the services available in your area. Intereach is committed to offering services to people based on their individual needs and circumstances. Access to our services is based on need and is free from discrimination. If we are unable to provide services we will offer information, support and referral to another internal or external service.

About your Home Care Package

You have received your Home Care Package from the Commonwealth Government following an assessment of your needs by the Aged Care Assessment Team/Service (ACAT/ACAS), who will have discussed with you the most suitable care and services in order to:

- Support you to be as independent as you can be;
- Help you stay in your own home as you get older, and;
- Make sure that you have the choice and flexibility in the way your services and supports are provided to you at home.

Understanding Your Needs

We work with you to understand your needs, so that services are designed and delivered to suit you.

This handbook provides you with information about:

- How Intereach will support you with your Home Care Package;
- What services are available via your Home Care Package;
- What your rights are as a Home Care Package consumer; and,
- The fees and charges which make up your Home Care Package budget.



Our Commitment

In getting to know you and your needs, our Our Aged Care Team will organise a time to discuss with you:

- the necessary information you will need to get started;
- an interpreter if required, if English is not your first language;
- how the Intereach Aged Care Service team will work with you;
- your needs, strengths and what you would like to achieve;
- an estimate of your Home Care Package budget and what services you can purchase;
- a Care Plan which provides an overview of the types of services that are available to meet your needs;
- our Home Care Package Service Agreement and what this means for you; and,
- your rights and responsibilities regarding Home Care Packages, and those of Intereach as a provider of Home Care Package Services.

You're welcome to speak with a family member, representative or seek legal advice throughout the consultation process.

Once you have completed the Home Care Package consultation process and have indicated you would like to proceed in choosing Intereach as your provider, you will receive a copy of the Home Care Agreement and consent to complete and provide to us to start your Home Care Package.

Package Support

When the package commences, you will be allocated a Care Coordinator who will discuss with you and finalise your Budget and Care Plan. This is to ensure the most appropriate services are designed to meet your needs and Care Plan goals. Services can then start, with the Care Coordinator working with you to ensure services are timely, within budget and continue to meet your individual goals and needs.

Regular Reviews

It is important to review services as your needs and goals will change over time. A Care Coordinator will check in with you on a regular basis to review your care and services and will conduct an annual review of your Home Care Package, Care Plan and Budget. A review may also be required where your needs change or there is an increase in your Home Care Package funding level.

Your In-Home Folder

We also provide you with an Intereach Aged Care Services In-Home Folder. This is where your booklet lives and you can keep copies of the documents which relate to your services, including your:

- Home Care Agreement;
- Home Care Package Budget;
- Care Plan;
- Service Plan;
- Intereach Information Exchange Consent Form;
- Charter of Aged Care Rights; and,
- Intereach Rights, Privacy and Complaints Brochure.

Services provided

The services you can access under a Home Care Package will depend on your needs. We work with you to understand you and your needs and identify your goals, including the most appropriate way to support you to live a more active and independent life.

Here are some common, more individual and creative possibilities we offer at Intereach:



Personal care services

To help you maintain your personal hygiene and grooming standards. This can include:

- Help with showering, toileting;
- Help with dressing/undressing;
- Assistance with getting in and out of bed;
- Help with washing and drying hair, shaving; and,
- Reminders to take your medication.



Domestic assistance

To help you keep your home clean and livable. This can include:

- Help with making beds;
- Help with ironing and laundry; and,
- Help with cleaning like vacuuming, and mopping.



Social support

Social support both individually and in groups is available to encourage you to take part in social and community activities that promote and protect your lifestyle, interests, and wellbeing.

These can include:

- Arranging for a visitor to make in-home social calls;
- Providing a companion to accompany you on appointments (e.g. visiting your GP) and outings (e.g. shopping);
- Arranging social activities and providing or coordinating transport to social events;
- Someone to help set up phone and internet communication services to keep in touch with loved ones; and,
- A Community Support Worker supporting you in your home for a short period of time (for example, when your carer is away or unavailable).

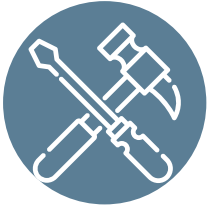
Food and nutrition



These services are designed to help you eat well. This can include:

- Help with meal preparation, including special diets for health, religious, cultural or other reasons (please note: the cost of individual food ingredients in meals that are prepared and delivered is not funded);
- Help with purchasing adaptive aids;
- Help with feeding (if necessary); and,
- Meal delivery services.

Home maintenance and minor modifications



To increase or maintain your ability to move safely around your home. This can include:

- Installing easy access taps;
- Installing grab rails in the bath and/or shower;
- Providing advice on areas of concern regarding the safety of your home; and,
- Light gardening – weeding, pruning, lawn mowing, minor garden maintenance, clearing debris.

Aids, equipment and assistive technology



Aids and equipment to help with mobility, communication, reading, and personal care limitations. This can include:

- Mobility aids like crutches, walkers, walking frames, walking sticks;
- Mechanical devices for lifting you in and out of bed;
- Bed rails; and,
- Aids like slide sheets, sheepskins, tri-pillows, pressure-relieving mattresses.

Specialised support



These services are designed to help you manage particular conditions and maximise your independence at home.

These can include:

- Continence advisory services – assessment for, providing, and assisting with continence aids such as disposable pads and absorbent aids, commode chairs, bedpans and urinals;
- Dementia advisory services;
- Vision and hearing services; and,
- Support for people from culturally and linguistically diverse backgrounds.



Leisure, interests and activities

Includes support to maintain social connections that promote and protect your lifestyle, interests and wellbeing.

Below are clinical services that an approved Home Care Package provider may provide:



Clinical care

Nursing, allied health and therapy services such as speech therapy, podiatry, occupational or physiotherapy services; and other clinical services such as hearing and vision services.



Access to other health and related services

Includes referral to health practitioners or other related service providers.

There are some things you cannot spend package funds on. These include:

- Day-to-day bills for food and alcohol;
- Entertainment;
- Purchase/replacement of household items and furnishings, provision of home modification and maintenance services that add capital value to your home;
- Rent or mortgage payments;
- Gambling;
- Utility bills;
- Things covered by Medicare or pharmaceutical benefits;
- Holidays; and
- Programs already funded or subsidised by the Australian Government.



Who will provide the service?

Your services are delivered to you in full or in part by Intereach or by a contractor we consider suitable and who meets our standard for quality. At Intereach our staff support you to reach your goals. We match each person with friendly and experienced support professionals who recognise and understand your unique needs and expectations.

The quality and integrity of our staff is ensured through comprehensive selection and training processes (including professional references and criminal record checks).

Aged Care Links team

Our Intereach Aged Care ‘Linkers’, as your first point of contact, will:

- Provide you with a step-by-step overview of your Home Care Package at Intereach;
- Work with you to develop an initial Support Plan and initial Budget; and,
- Provide you with an overview of your Service Agreement.

Aged Care Services Care Coordinators

Our Intereach Care Coordinators provide the following support and services:

- Support you to develop and regularly review your Care Plan;
- Ensure the services in your Care Plan are working well for you;
- Work with you to regularly review services and ensure you are satisfied with your services; and,
- Work with your Community Support Workers to ensure services are delivered as described in your Service Plan.

Aged Care Services Community Support Workers

Our Intereach Community Support Workers assist you in the following ways:

- Support your everyday independence and connection to your community;
- Respect and maintain your privacy; and,
- Work with you to ensure the smooth provision of services and identify if you require more support than you currently have.

External Suppliers and Providers

Intereach ensures that all authorised external providers and suppliers who provide services on our behalf, meet several quality requirements and provide a range of documentation (registration and licensing, insurance, and criminal record check) to ensure their services are safe and of quality.

If you would like to receive services from a provider not currently registered with Intereach, the provider will be required to supply the required documentation and complete the relevant processes prior to commencement.

Intereach reserves the right to refuse to register a provider if these documents and processes are not able to be provided and completed as per Intereach’s Contracts Management process.

Care management

The Intereach Aged Care Services team will be your contact for all your home care needs. They will work with you to create a personalised Care Plan to meet your individual needs and spend your Home Care Package funds on the services of your choice.

Your Care Plan will be reviewed on an annual basis, and as your needs change over time.

On joining Intereach, our team will:

- Consult with you and get to know you;
- Provide support and assistance to develop and deliver your plan which clearly identifies strategies, your choice of services, and the supports you require to achieve your goals and stay living independently at home;
- Provide full coordination of support services to meet your needs (both Intereach and externally-provided services);
- Provide referrals to allied health services as required;
- Coordinate home modification and equipment purchases including referral for assessment if required;
- Monitor all aspects of your Home Care Package funds and consider if you are eligible for any potential supplements;
- Provide you with monthly statements of income and expenditure;
- Review your package and Care Plan annually, and as required;
- Provide you and/or your family with an annual review of your Home Care Package to ensure that an appropriate and agreed level of support is in place to meet your needs.

What you will need to do....

Inform the Care Coordinator if:

- You are on holidays, in respite or in hospital;
- You are not going to be home for a service;
- Your income tested care fee changes;
- You need more assistance, or would like to review your level of support; or
- You are thinking of moving your Home Care Package to another provider or you no longer require Home Care Package services from Intereach.



Your service

Open communication and disclosure

Our dedicated team are committed to working with you as a partnership, clear communication is key to ensure we are working together to achieve your goals.

Sometimes things go wrong. In this case open disclosure is the open discussion with a participant and/or their support person(s) about incidents that resulted, or could have resulted, in harm to a participant while receiving care.

Intereach is committed to creating a positive culture of trusted and productive communication between participants, support persons and the workforce, in which open disclosure is standard practice.

What to expect from our workers

A high standard of professionalism and personal presentation is required from anyone representing Intereach. Our workers should present neatly, with appropriate footwear for the task and a name badge.

Our friendly team will maintain respectful boundaries with our participants to ensure both yours and their privacy, with a focus on you and your goals.

There are some things we can't do. Please note our workers cannot:

- Collect prescriptions or purchase over the counter medications from the Chemist unless accompanied by you.
- Buy you alcohol or cigarettes.
- Conduct work other than the assigned and agreed tasks within your service plan.
- Work in your home when you are not there or have keys to your home (except key safe locks).
- Our workers are generally not permitted to handle money. If you need a worker to purchase something for you, please notify us ahead of time to discuss.



What fees are there?

We receive subsidies from the Commonwealth Government - the amount allocated to your Home Care Package depends on your package level.

Your Home Care Package subsidy is claimed by Intereach from your Government Holding Account after services have occurred. Your package is not designed to cover the full costs of the support provided and you will be required to contribute.

Your home care provider may ask you to pay three types of fees as part of your Home Care Package Budget. Intereach will record these fees in your Home Care Agreement.

Basic daily fee

The basic daily fee that Intereach may ask you to pay varies depending on your package level. To see the maximum fee that providers can charge for each package level, go to Home Care Package costs and fees at myagedcare.gov.au. However, this will be discussed and negotiated with you prior to the commencement of your package.

This fee increases twice a year in line with the Age Pension.

Participant contribution

If you would like to contribute extra funds to your package for further supports and services, you can elect a top-up contribution to increase the amount of money in your Home Care Package.

Income-tested care fee

Services Australia calculates an income-tested care fee based on an assessment of your financial situation. You will only be asked to pay an income-tested care fee if your yearly income is above the set thresholds. Intereach will invoice you on behalf of Services Australia. Any applicable fees will be invoiced in arrears at the end of each month.

Please note: People receiving a full pension are not required to pay an income-tested care fee, however a financial assessment is still required.

Service charges

Intereach charges HCP fees in accordance with the Home Care Package Program Operational Manual, in line with Australian Government Department of Health and Aged Care compliance and regulations.

Care Management Fee

This fee is deducted from your Home Care Package to cover the cost of providing care management and is a fixed amount that will be discussed when developing your Budget.

Package Management Fee

We deduct this fee from your Home Care Package to cover ongoing administration and organisational activities associated with your package.

Direct Home Care Package Services

Services including domestic assistance, in-home respite, meal prep, personal care and social/shopping support are available on request. These will be charged to your package funds for services you receive, whether provided by us, our suppliers, or third parties selected by you. Charges are outlined in the Home Care Package Pricing Schedule.

Other services

Allied Health, nursing (Registered), goods and equipment, personal alarms, garden and home maintenance and lawn mowing are additional services that can be provided. These charges are outlined in the Home Care Package Pricing Schedule.

Adjustment to charges and fees

Intereach's Home Care Package Pricing Schedule is reviewed annually and subject to change, at which time Intereach will provide four weeks' notice of any changes to rates.

Travel Fee

Where travel is included in the delivery of your service, a charge per kilometre will be applied. All fees associated with Care Management are shown in the Home Care Package Pricing Schedule.

Temporary leave from your package

You may take temporary leave from your Home Care Package for a variety of reasons, such as for a hospital stay, transition care, to receive residential respite or to have social leave. If you need to temporarily suspend your Home Care Package, you are required to advise us as soon as possible. We are able to place your services on hold without affecting your ongoing access to the package.

Type of leave	Impact on payment of subsidy to provider
Hospital	<ul style="list-style-type: none"> The Home Care subsidy is payable (at the full basic subsidy rate) for up to 28 consecutive days in a financial year, for each episode of hospitalisation or transition care at a particular package level.
Transition care	<ul style="list-style-type: none"> After 28 consecutive days, the subsidy is payable at 25 per cent of the basic subsidy rate.
Residential respite care	<ul style="list-style-type: none"> The Home Care subsidy is payable (at the full basic subsidy rate) for up to 28 cumulative days in a financial year at a particular package level. After 28 cumulative days, the subsidy is payable at 25 per cent of the basic subsidy rate.
Social leave	<p>You are entitled to take up to 28 days of social leave from your Home Care Package in a financial year. The Government will continue to pay the full basic subsidy and any supplements that apply. The leave days do not have to be taken in a row.</p> <p>If more than 28 days of social leave are taken within a financial year:</p> <ul style="list-style-type: none"> Your subsidy is then payable at 25 per cent of the basic rate of the respective package level received (Level 1 – Level 4). It does not include any primary supplements (e.g. dementia and cognition supplement, oxygen supplement). It continues to include other supplements (e.g. hardship supplement, viability supplement).

When our workers enter your home to provide a service, your home becomes their workplace. We have a shared responsibility to ensure everyone's safety while receiving services/care.

- Intereach workers are trained in safe manual handling techniques and safe working procedures including infection control.
- A home safety assessment is undertaken to ensure the safety of both you and the worker.
- Workers must be provided with safe and appropriate equipment to use. A care coordinator can advise you what is required.
- Personal Protective Equipment (PPE) will be provided to our workers where required.
- Workers must act in accordance with relevant codes of conduct and WHS legislation.

We kindly ask that you help us maintain a safe working environment for our workers by ensuring:

- Electrical items are in good working order with no frayed cords or exposed wiring.
- Pets are secured when any service is being provided at your home, with the exclusion of assistance dogs e.g., Righteous Pups or guide dogs.
- You have a working smoke detector in your home (if you need smoke alarms installed or the batteries replaced, please call Intereach and speak with the Aged Care Team).
- No one in the home is smoking while workers are on site (includes cigarettes, e-cigarettes, pipes, cigars, or vaping devices).
- Intereach is notified if you have visitors at your home when your service is scheduled.

- We may need to perform additional risk assessments if there are additional people in your home. Please note our workers may request you turn on your fans or air conditioner on hot days for safety.

The Intereach Aged Care Team reserves the right to postpone, withdraw or cancel services if community support workers or volunteers are considered to be at risk, or services are no longer appropriate. This includes worker harassment, which can take the form of sexual harassment, bullying, unsubstantiated allegations or intimidation.

Incident Response

Because we care, if you do not respond when our worker attends your home for a scheduled service, we will have concerns for your welfare and will phone your nominated contact person, doctor or local hospital. If we are unable to locate you, we will notify the police to check on your wellbeing.

Our primary focus is on your wellbeing. Our workers have been trained in identifying signs of deterioration in your wellbeing. Workers are obliged to report these signs as well as signs of abuse or neglect to their supervisor who can provide additional support as required.

The Serious Incident Response Scheme (SIRS) helps reduce the risk of abuse and neglect for people who receive aged care. In some cases, we may be obliged to report an incident or allegation to the Aged Care Commission under SIRS if it meets the criteria for reportable incidents.

Contact us if you have any questions about SIRS or refer to the following fact sheet for more information.

[SRIS Home Services - Consumer fact sheet \(www.agedcarequality.gov.au\)](http://www.agedcarequality.gov.au)

Person-Centred Care

Everyone in aged care has the right to be safe, treated with dignity and respect, and receive high quality care and services. Person-centred care supports you to be an active partner in your care.

You can work with our team to ensure you receive care that meets your needs by telling us your goals and which relationships and activities are important to you – so you can live the life you choose.

The following extract from the Aged Care Commission explains how we support person-centred care as the provider:



Talk with you about your preferences

Person-centred care involves lots of conversations about you and your preferences.

Tell your provider how they can help you to be as independent as possible, support your wishes and keep your connections to people and community.



Support you to take risks

Dignity of risk is a big part of person-centred care. This means you have choices and should be supported to take risks.

If something you want to do involves risks, your provider should help you to understand the risk and work with you to manage the risk.



Work with you and your representatives or family

You may like to have a partner in care involved in any discussions with your provider about your care and services. A partner in care can be a family member, friend or representative.

Human Rights

Intereach promotes the United Nations Universal Declaration of Human Rights

“All human beings are born free and equal in dignity and rights; without distinction of any kind.”

We are committed to embedding human rights standards in alignment with the 30 rights outlined by the Declaration of Human Rights and empower our workers, people using our services and community members who interact with Intereach by ensuring they:

- are treated with respect;
- do not encounter discrimination based on their status;
- experience a safe and secure environment;
- have their privacy and confidentiality maintained;
- are provided with clear and accessible information about services, including any fees;
- are actively encouraged to contribute to decision-making around services and issues that affect them;
- are appropriately supported and represented by an advocate if needed, and;
- are informed of their rights and avenues to provide feedback about our services.

It is our expectation that all those who engage with Intereach maintain the same commitment to Human Rights in their interactions with our workers.



Charter of Aged Care Rights

The Charter of Aged Care Rights describes your rights as a consumer of a Government-subsidised aged care service. These rights apply to all consumers, regardless of the type of care and services they receive.

The Charter makes it easy for you, as well as your family, carer or representative, to understand what should be expected from the care and services you receive from your aged care provider.

Intereach will help you to understand the Charter and give you a copy that we have signed. You can choose to also sign the Charter to acknowledge that Intereach has given you a copy and helped you to understand:

- your rights about the services you receive; and,
- your rights under the Charter.

You do not have to sign the Charter. You can start or continue to receive care and services even if you choose not to sign it.

Your rights

The Charter of Aged Care Rights are as follows:

As someone who receives aged care and services, I have the right to:

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

Everybody involved in the delivery of your care must respect your rights



Dignity of Risk and Supported Decision Making

Dignity of risk is a big part of our commitment to person-centred care. This means participants have the right to make decisions about their own care and services. Intereach recognises and respects our participants unique identity, culture, social connections, wellbeing and needs to maintain their independence.

Intereach acknowledges that all participants have a human right to make decisions about their own life and to have those decisions respected. We understand and affirm that cognitive impairment is not a reason for a person to be excluded from the decision-making process about their own life.

Intereach understands that not all decisions require assistance and will support participants primarily when they make significant decisions which have immediate or long-term consequences regarding their health, finances or lifestyle. Our role as defined by the Aged Commission is to:



Make sure you understand the risks to you and others



Work with you to manage those risks



Respect your decisions

Intereach is committed to supporting participants with complex care and communication needs to make their own decisions regarding their life.

The will and preferences of a participant will only be overridden if a decision is deemed by workers or advocates to be dangerous to the wellbeing of the participant or others.

Quality of Care

Most people know what good care feels like

The staff are friendly and respectful, and they respond to your particular needs. You are well cared for by people who know their jobs. You have people to talk to about the things that matter to you. The organisation providing the care is well-run.

What you can expect in aged care

It doesn't matter whether you are getting care at home or you are living in a residential service. It doesn't matter who you are, where you live, your life experience, identity, beliefs or culture. Every person receiving care has a right to be treated with dignity and respect, and to have their personal and clinical needs attended to.

If you believe your care isn't up to the standard that you expect, let someone know. Raising concerns isn't 'being difficult', it is a normal and important part of service delivery.

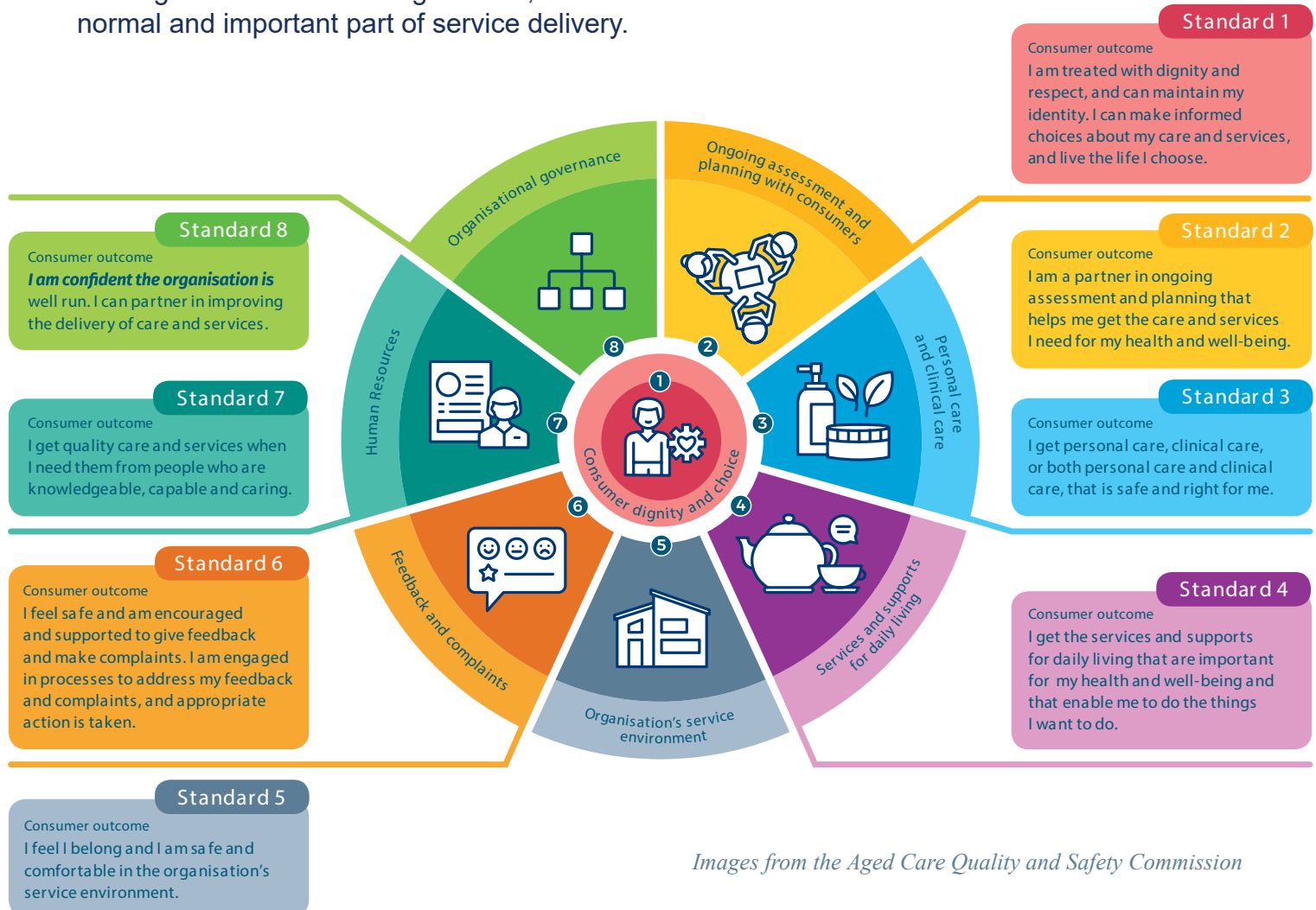
The Aged Care Quality Standards

All Australian Government-funded aged care providers need to meet Aged Care Quality Standards.

The eight Quality Standards focus on quality outcomes for care recipients, and aim to make it easier for care recipients, their families, carers, and representatives to understand what to expect from services.

Everything we do at Intereach Aged Care Services not only aims to deliver services that meet these standards, but to deliver services that exceed expectations. If you have any questions about the Aged Care Quality Standards or would like to learn more about them, visit www.agedcarequality.gov.au

There are eight standards, and each one is about an aspect of care that contributes to your safety, health and wellbeing.



Images from the Aged Care Quality and Safety Commission

Code of Conduct for Aged Care

The introduction of the Code of Conduct for Aged Care (the Code) reinforces your rights to make decisions about your care, to have your wishes respected and to live a life free of harm, with dignity and autonomy. The Code describes how providers and the people providing your care must behave and treat you.

Intereach takes all reasonable steps to ensure our aged care workers and governing persons comply with the Code. The following extract from the Aged Care Commission provides a summary of the eight elements of the Code of Conduct for Aged Care:



Respect your rights to express yourself and make your own decisions about how you want to live



Act with integrity, honesty and transparency



Treat you with dignity and respect and value diversity



Take action promptly about matters that may impact on the safety and quality of your care



Respect your privacy



Provide safe care free from all forms of violence and abuse



Provide high quality care in a safe and competent manner



Prevent and respond to all forms of violence and abuse

Diversity and Cultural Inclusion

Intereach is committed to ensuring that our services are delivered in a manner that respects and values the customs, cultures and beliefs of our participants.

We will:

- ensure information on our services and programs is available in languages other than English which reflect the demographics of our target service areas;
- engage in active consultation to identify and prioritise needs in planning services;
- adopt flexible approaches in response to participants that recognise and meet cultural and linguistic needs;
- demonstrate respect for participants and workers cultural or religious customs and health practices including beliefs and taboos by adopting flexible approaches in our service delivery; and,
- arrange for interpreters (including sign language interpreters) in circumstances where participants are unable to communicate easily in English.

Accessible for all

Australia is a multicultural and diverse country. If you come from a culturally diverse background, speak a language that is not English, or have particular needs, such as hearing or vision impairment, you are not alone. Interpreter and advocacy services can be arranged if needed.

- A friend or a family member can speak to Intereach on your behalf by becoming your representative.
- If you are deaf, deaf-blind, or hard of hearing, you can also access Intereach via Deaf Connect.
- If you are visually impaired, you can request information in large print or braille by contacting us to arrange support via a third party.
- If you require an alternative language, you can call us via an interpreting service (see below).

Translating and Interpreting Service (TIS National)

People who have difficulty speaking or understanding English can contact Intereach through the Translating and Interpreting Service (TIS National), for the cost of a local call:

1. Call TIS National on [131 450](tel:131450)
2. Tell the operator the language you speak
3. Ask the interpreter to call Intereach on [1300 488 226](tel:1300488226)

You may need to wait on the line for the interpreter, or the operator may need to call you back when an interpreter is available.

When you are speaking with the interpreter, they will call Intereach for you and interpret your conversation.

Please note that TIS is unable to offer re-booking with the same interpreter for follow up appointments with participants and the service is only available via telephone, face to face or on-site interpreter requests can be arranged by contacting Intereach who will book the service on your behalf.

Support for hearing impairment

If you are Deaf, Deaf-blind, or hard of hearing, you can access free interpreting or captioning services, through Deaf Connect. They can provide in-person sign language interpreting and Video Remote Interpreting (VRI) services.

This service is available for people who don't have access to interpreting services through aged care programs or the National Disability Insurance Scheme (NDIS). You don't need an aged care assessment to access this service.

To make a booking, call [1300 773 803](tel:1300773803) or email interpreting@deafconnect.org.au well in advance to ensure an interpreter is available.

Website accessibility

Intereach takes seriously its obligation to provide information to all Australians and has taken steps to improve the accessibility of the information on our website.

All content produced for publishing on our website is designed in accordance with the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0 standard, making the website usable for a wide range of people with special needs.

If you have any comments on the accessibility of the website, or if you have any suggestions for how we might improve it, please contact us.



Your privacy

We are committed to maintaining your right to privacy by upholding the Australian Privacy Principles. We will:

- only collect personal information with your prior knowledge and consent and for the purpose of providing service;
- protect personal information from misuse, loss, unauthorised access, modification or disclosure; and,
- share personal information with third parties only with consent and as authorised.

What type of information do we collect?

You will need to provide basic information such as your name, date of birth, address, country of birth, preferred language, emergency contacts and living situation. Information relating to health, medical history and current illness will be collected as appropriate and relevant to the level of assessment being undertaken.

Why is your information collected?

We need to have current information about your circumstances, including contact details. This helps us with your Service Plan and ensures the most appropriate level and type of support services are provided.

Access to your information

We store your information on a secure database and can only be accessed by employees directly involved in the planning

and administration of the support services you receive.

If you would like to access your personal information, you would like to know more about how we handle your personal information, or if you feel your privacy has not been maintained.

You can download our Privacy Policy from www.intereach.com.au/key-policies/ or contact Intereach request a copy by phoning [1300 488 226](tel:1300488226).

Do you have to disclose private information?

If you decide not to share some of your information or restrict access to your participant record, this is your right, but it may affect our ability to provide you with the best possible support services. You have the right to request access to your information and to ask for it to be corrected if necessary.

We are here to listen and continuously improve

You and your family should feel comfortable that you can raise questions about your care and service, we actively encourage and welcome feedback, compliments and complaints. We strive for continuous improvement and regularly seek feedback including annual participant satisfaction surveys. Survey results are incorporated into our program planning and service delivery.

You can give us feedback at any time, especially if you feel that you have not been provided with the appropriate support or services. If you have a concern or you are not satisfied with any aspect of the support or services provided, please do not hesitate to contact us.

Raising concerns provides an opportunity for us to become aware of issues, find solutions and improve their care.

All complaints are dealt with fairly, equitably and without retribution, and in accordance with our Open Disclosure and Complaints Policy.

You can provide feedback to us directly, or via an advocate. Feedback and complaints can be provided to us anonymously and are always treated confidentially. There are a number of ways you can provide feedback, compliments or complaints including:

- **In-person:** to any Intereach employee
- **Phone:** [1300 488 226](tel:1300488226)
- **Email:** complaints@intereach.com.au
- **Post:** PO Box 501, Deniliquin NSW 2710
- **Online:** www.intereach.com.au/feedback-and-complaints

Scan here to provide feedback, complaints or compliments



If you need an interpreter to speak with us, call the Translation and Interpreting Service on 131 450.

If you can't resolve your concern with Intereach or would like to provide feedback directly to the Aged Care Quality and Safety Commission, contact them via:

- Phone: [1800 951 822](tel:1800951822)
- Email: info@agedcarequality.gov.au
- Web: agedcarequality.gov.au
- Write: Aged Care Quality and Safety commission,
GPO Box 9819 (in Your Capital City)



Frequently Asked Questions

What happens if I am not home when someone is coming to visit me?

Services can only go ahead if you are there. Please contact the Intereach Aged Care Services team on 1300 488 226 if you won't be home for a service so it can be rescheduled. If you don't notify the team you may still have to pay for the service.

Will I be notified if there is a change in time of my normal scheduled services?

Yes, you will be notified of changes if there is more than half an hour difference between service times and if there is a gender change of your Community Support Worker.

How do I make changes to my services?

Changes to your services as documented on your Service Plan can be made by contacting our Aged Care Services team on 1300 488 226.

How do I request additional services?

Additional services can be arranged as long as they meet the requirements of what can be funded under a Home Care Package (see pages 9-10 of this Handbook), relate to the identified goals in your Support Plan and can be funded within your Budget or with additional personal contributions to your Home Care Package.

How do I know that staff coming into my home are skilled and experienced?

All Intereach Community Support Workers are thoroughly screened (including relevant industry qualifications, professional references and criminal record checks). Every staff member is required to read and agree to following the Intereach Code of Conduct. Every staff member is required to wear their Intereach name badge at all times.

What happens on public holidays?

We will discuss any services with you that fall on a public holiday, with most services being rescheduled due to additional costs incurred.

What happens if I want an additional task done during my scheduled service appointment?

If the additional task is consistent with your Support Plan and can be completed within the time allocated for the service, your Community Support Worker will be happy to assist. However, it is preferable that additional services be coordinated in advance of your scheduled appointment. Please advise a Care Coordinator or a member of the Aged Care Services team on [1300 488 226](tel:1300488226).

Are there any service cancellation fees?

A minimum of 24 hours' notice is required for cancellation of a service booking without charge. Cancellation notice to be given during office hours (Monday – Friday, 9am-5pm). Weekend or public holiday cancellations must be received no later than 5pm on the Friday before the service is scheduled. Cancellations received within 24 hours of booking are charged at the relevant fee. (Contracted services may have a cancellation notice period greater than 24 hours notice).

We have provided details of key aged services. If a service link is not provided here it can be requested from Intereach.

The Aged Care Quality Standards

www.agedcarequality.gov.au/consumers/standards/resources

Department of Health and Aged Care

www.health.gov.au

Charter of Aged Care Rights

www.agedcarequality.gov.au/consumers/consumer-rights

Aged Care Act 1997

www.legislation.gov.au/Details/C2023C00014

Department of Social Services

www.dss.gov.au/seniors

Victorian Government – Department of Health

www.health.vic.gov.au/ageing-and-aged-care

Aged Care Services

- **My Aged Care**
Phone: [1800 200 422](tel:1800200422) (free call)
8am - 8pm weekdays and
10 - 2pm on Saturdays.
www.myagedcare.gov.au

Dementia Services

- **National Dementia Helpline**
Phone: [1800 100 500](tel:1800100500) (free call)
www.dementia.org.au
- **Cognitive Dementia and Memory Service (CDAMS)**
Phone: [\(02\) 6058 4830](tel:0260584830)

Carer Services

- **Carers NSW**
Phone: [1800 242 636](tel:1800242636) (free call)
www.carersnsw.org.au
- **Carers Vic Australia**
Phone: [1800 514 845](tel:1800514845)
www.carersvictoria.org.au
- **Carer Gateway**
Phone: [1800 422 737](tel:1800422737)
www.carergateway.gov.au

Advocacy Services

- **Older Person Advocacy Network (OPAN)** Phone: [1800 700 600](tel:1800700600)
www.opan.org.au
- **Carer Assist – Albury**
Phone: [02 6021 5882](tel:0260215882)
- **Senior Rights Service (NSW)**
Phone: [1800 424 079](tel:1800424079) (free call)
www.seniorsrightsservice.org.au
- **Seniors Rights Victoria**
Phone: [1300 368 821](tel:1300368821)
www.seniorsrights.org.au

Consumer Advisory Body

Your Voice is Powerful

A consumer advisory body can help fix your problems and improve your care.

They give you a way to talk about care and service quality with others and share this with your provider's governing board.

Consumer advisory bodies are important because they:

- look at the quality of care and services you and others receive
- find and communicate consumers' needs and issues
- provide opportunities for improvement

Consumer advisory bodies need people like you.

Members from all backgrounds are welcome to join.

Diversity means that all consumers are represented.

This includes people who:

- are a current or past consumer
- are a family member or representative of a current or past consumer
- are Aboriginal or Torres Strait Islander
- are LGBTI
- come from a culturally and linguistically diverse background
- have a disability
- live with a cognitive or physical impairment
- live with mental health issues and/ or illness
- are socially or economically disadvantaged
- live in a rural or remote area

More information

- Talk to your aged care provider.
- Phone the Older Person's Advocacy Network (OPAN) Support Line.

[1800 700 600](tel:1800700600)

8am – 8pm Monday to Friday

10am – 4pm Saturdays

OPAN helps you and your representatives fix problems you have with Commonwealth-funded aged care services.

- Phone the Aged Care Quality and Safety Commission on [1800 951 822](tel:1800951822) (free call) to give feedback on your provider or make a complaint.



P: [1300 488 226](tel:1300488226) | agedcare@intereach.com.au | www.intereach.com.au