



# Intereach Aged Care Services Associated Provider Handbook

# Who are we?

Intereach is a not-for-profit organisation dedicated to providing support and services to individuals and families in rural and remote communities. Founded in 1973 in Deniliquin, Intereach has since expanded its reach across the Riverina-Murray region of NSW as well as central, northern and the Mallee regions in Victoria.

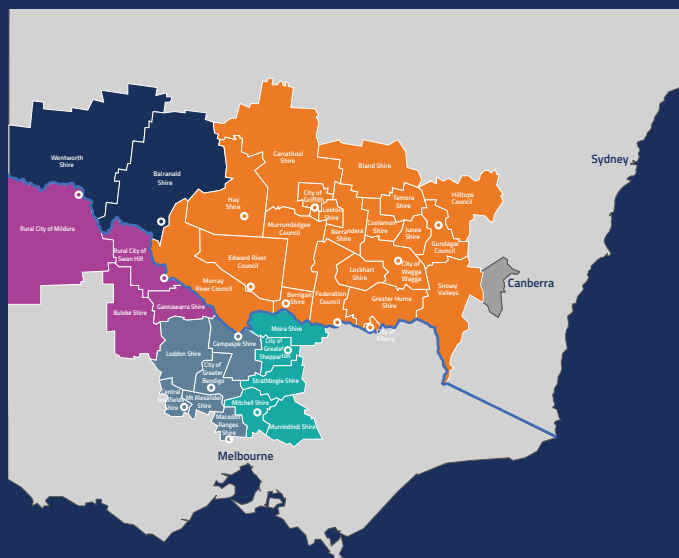
Our services include family support, disability support, aged care, youth services, and mental health services.

We work closely with local communities to identify their specific needs and develop targeted programs and services to address them. We also encourage community participation in our governance, with local residents serving on our board of directors.

Through our commitment to community involvement, we have become a vital resource for rural communities across our footprint, helping to improve the lives of many.

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

## Our Service Area



## Our Purpose

- Strengthen and improve social and personal well-being for individuals, families and communities;
- Promote and facilitate access, equality and social justice; and,
- Deliver services locally that are of quality and have value.

## What We Do

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

- Children and Families
- Community
- People with Disability
- Mental Health
- Newly arrived Migrants and Refugees
- Older People

## 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.



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



# Support At Home Associated Provider Handbook

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**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.



*Michelle Tai and Yvette Buhagiar - Intereach Co-CEOs*

## Welcome to Intereach

The Australian aged care sector is undergoing one of its most significant transformations with the introduction of the Aged Care Act 2024 and the rollout of the Support at Home program. These reforms are designed to improve regulation, uphold the rights of older people, and strengthen the quality of care. As a result, all stakeholders in aged care - including providers, associated providers, aged care workers and supporting teams - must prepare for new expectations around service delivery, governance, reporting, and evidence. This handbook outlines the key changes to ensure alignment and compliance with these national changes.

We warmly welcome you as a valued associated provider working alongside **Intereach**. As a community-focused organisation, **Intereach** exists to strengthen and support the wellbeing of people in rural and regional communities, including older people and their families. We are committed to delivering inclusive, person-centred, and high-quality aged care services that reflect the diverse needs of the people we support. Your role is vital in helping us achieve this vision, and we look forward to working with you in partnership as the sector embraces these important reforms.

This handbook is designed to support you in understanding your responsibilities and delivering services in alignment with:

- **The new Aged Care Act 2024**
- **The Support at Home program commencing 1 November 2025**
- **Commonwealth Home Support Programme changes**

Please read this guide carefully and keep it on hand as a reference.

## Support at Home Program

The Support at Home program is the Australian Government's new model for in-home aged care, starting on 1 November 2025.

It will replace the existing Home Care Packages (HCP) and Short Term Restorative Care program (STRC).

This reform introduces a streamlined assessment process, a nationally consistent service list, and clearer expectations for accountability, documentation, and quality.

Support at Home aims to:

- Provide more timely and tailored support for older Australians.
- Reduce administrative burden through a single entry point.
- Strengthen service oversight and client safeguards.

Associated providers and their personnel will play an essential role in delivering care under this new model. **Intereach** will continue to guide and support you through this transition.

## Support at Home Prescribed Service List

From 1 November 2025, all services delivered under Support at Home and Commonwealth Home Support Programme must align with the new prescribed list of approved aged care services. Only services listed will be claimable, and therefore we require all associate providers to ensure that they are billing at the service level.

[Refer to Appendix A on page 11 for the service list](#)

## Aged Care Act

From 1 November 2025, the Aged Care Act 2024 and associated Aged Care Rules will govern all aged care service delivery. These changes aim to simplify regulation and place older people at the centre of care.

Associated providers and their personnel must understand and deliver services in accordance with the:

- [Aged Care Act 2024](#)
- [The Aged Care Rules](#)

There are some key elements of the Act that are changing and therefore we have summarised them for you in this handbook.

The [Aged Care Quality and Safety Commission website](#) has a number of resources, including training for people who work in aged care.

[Training on the Act can be found here.](#)



# Statement of Rights

The Statement of Rights is the foundation of the new Aged Care Act 2024. Under the legislation, registered providers must act compatibly with these rights. As a contractor delivering services on behalf of **Intereach**, associated providers and their personnel are also required to act in alignment with the Statement of Rights.

**The Statement of Rights under the new Act outlines what every older person can expect when receiving care.**

## **This includes the right to:**

- Independence, autonomy, empowerment and freedom of choice.
- Access to culturally safe, inclusive services.
- Quality and safe funded aged care services.
- Respect for privacy and information.
- Person-centred communication and the ability to raise issues without reprisal.
- Advocate, significant persons and social connections.

## **As an associated provider you must:**

- Ensure all staff delivering services are aware of the Statement of Rights.
- Provide training to ensure their understanding, and keep a record of that training.
- Report concerns or breaches immediately to us.
- Refer to the fact sheet on the Statement of Rights.

The full Statement of Rights is here within the [Department fact sheet Statement of Rights](#)



# Aged Care Code of Conduct

The Code of Conduct for Aged Care sets out the behaviours expected of aged care workers and providers. It applies to all registered providers and extends to their workforce, including associated providers and personnel.

The Code is designed to ensure that people receiving aged care are treated with dignity, respect, and compassion. It promotes a culture of safety and quality by setting minimum standards for conduct and accountability.

**All associated providers and their personnel must adhere to the Code of Conduct, which requires you to:**

- Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
- Act in a way that treats people with dignity and respect and values their diversity.
- Act with respect for the privacy of people.
- Provide care, supports and services safely and competently, with care and skill.
- Act with integrity, honesty and transparency.
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, support and services.
- Provide care, supports and services free from all forms of violence, discrimination, exploitation, neglect, abuse and sexual misconduct.
- Take all reasonable steps to prevent and respond to all forms of violence, discrimination, exploitation, neglect, abuse and sexual misconduct.

Breaches may result in disciplinary action or disqualification from aged care work.

**As an associated provider, you must:**

- Ensure all staff delivering services are aware of the Code of Conduct.
- Provide training to ensure their understanding, and keep a record of that training.
- Report concerns or breaches immediately to us.
- Refer to the fact sheet on the Code of Conduct.

Refer to the [Code of Conduct Aged Care Worker Fact Sheet](#). The [Aged Care Quality and Safety Commission website](#) has a number of resources, including training for people who work in aged care.



# The Strengthened Aged Care Quality Standards

The Aged Care Quality Standards ensure older people have access to safe and quality aged care services. They set standards for the level of care older people can expect to receive, and are designed to ensure that safe, high-quality care and services are delivered.

Strengthened Aged Care Quality Standards are coming into effect on November 1, 2025. They define the standards for safe and high-quality aged care in Australia, focusing on consumer dignity, choice, and wellbeing.

**The new Aged Care Quality Standards (2024) focus on outcomes. They include:**

- the person
- the organisation
- the care and services
- the environment
- clinical care
- food and nutrition
- the residential community

As a registered provider, Standards 1-6 apply to the funded services we deliver. As an associated provider of **Intereach**, it is essential that you are delivering services that are in alignment with the strengthened quality standards.

**As an associated provider, you must:**

- Ensure that services are delivered in a way that align with the standards.
- Ensure your staff are aware of and understand the strengthened quality standards.
- Provide training to ensure their understanding, and keep a record of that training.
- Report concerns or breaches immediately to us.

The Aged Care Quality and Safety Commission website has a number of resources, including training for people who work in aged care.

[Information on the quality standards can be found here.](#)

## Whistleblower Protections

The Aged Care Act 2024 introduces new and explicit protections for whistleblowers - people who raise concerns about suspected wrong doing or risks to the safety and quality of aged care.

**Associated providers and their personnel have a responsibility to:**

- Raise concerns to **Intereach** about misconduct, abuse, neglect, unsafe practices, or breaches of care.
- Provide protection to people who raise a concern under a whistleblower disclosure in accordance with the Act.
- Do so without fear of retaliation, dismissal, or negative consequences.
- Ensure reports are made in good faith and through appropriate channels.

**Intereach** is committed to creating a safe environment where people can speak up. Whistleblower reports can be made confidentially and will be taken seriously. Protections apply even where a concern turns out to be unfounded, provided it was made honestly and with reasonable belief.

*We are currently waiting on the whistleblower provision policy documentation and supporting guidelines and will write to you once this is available with further details.*

# Incidents and Serious Incident Reporting Scheme

Reporting incidents is a critical requirement under **Intereach**'s Service Provider Agreement and the Aged Care Act. These expectations have been in place for some time, but under the new reforms, providers and their associated providers must demonstrate clearer, faster, and more transparent incident reporting.

Associated providers must cooperate fully with investigations and provide any information requested by **Intereach** or a regulatory authority.

## Examples of reportable incidents:

- Client injury or fall.
- Client not answering the door during a scheduled visit.
- Client changes in living or care arrangements.
- Wellbeing concerns or deterioration in health.
- Property damage or unsafe environments.
- Allegations or concerns of abuse, neglect, or exploitation.
- Cooperate with all SIRS and incident reporting, investigation and record keeping obligations.

# Record Keeping and Audits

Associated providers and their personnel are required to maintain accurate and complete records in accordance with the Aged Care Act 2024 and Aged Care Rules. These obligations support transparency, client safety, and ongoing regulatory compliance.

## You must:

- Maintain up-to-date and verifiable records of services delivered, staff qualifications, police checks, insurances, and training.
- Ensure you understand the record-keeping obligations under the new Aged Care Act and associated rules, which refer to retaining all records for a minimum of 7 years as per applicable legislation.
- Ensure records are stored securely in Australia and accessible when required.

## In addition, you must participate in audits, investigations and reviews:

- Provide records or reports requested by **Intereach**, the Department of Health, or the Aged Care Quality and Safety Commission or any other authority.
- Cooperate fully during scheduled and unscheduled audits.
- Respond promptly to any requests for information or clarification.

Failure to maintain adequate records or respond to audit requests may result in contract suspension or termination.



# Ongoing Support

**Intereach** wishes to acknowledge and thank you and your team for your ongoing commitment and service to our clients. Your work plays a vital role in supporting the wellbeing, safety, and independence of the older people we serve.

If you require further clarification or support, please do not hesitate to contact Intereach's Contracts Team [contracts@intereach.com.au](mailto:contracts@intereach.com.au).

We are here to assist you in delivering safe, quality, and compliant care.

**Thank you for your continued partnership with Intereach.**

## Useful Links

- [Aged Care Quality and Safety Commission website](#)
- [Aged Care Act 2024](#)
- [The Aged Care Rules](#)
- [Department fact sheet Statement of Rights](#)
- [Aged Care Quality standards](#)



## Contact Intereach

Intereach offices operate 9am - 5pm weekdays

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

Main email: [\*\*contact@intereach.com.au\*\*](mailto:contact@intereach.com.au)

Website: [\*\*www.intereach.com.au\*\*](http://www.intereach.com.au)

# Appendix A: Service Level List

## Domestic Assistance

- General House Cleaning
- Laundry Services
- Shopping Assistance

## Home maintenance and repairs

- Gardening
- Assistance with home maintenance and repairs
- Expenses for home maintenance and repairs

## Meals

- Meal preparation
- Meal delivery (\*cost per delivered meal)

## Transport

- Direct transport (driver and car provided) (\*cost per one way trip)
- Indirect transport (taxi or rideshare service vouchers) (\*cost per one way trip)

## Personal Care

- Assistance with selfcare and activities of daily living
- Assistance with the self-administration of medication
- Continence management (non-clinical)

## Social support and community engagement

- Group social support
- Individual social support
- Accompanied activities
- Cultural support
- Digital education and support
- Assistance to maintain personal affairs
- Expenses to maintain personal affairs

## Assistive Technology and home modifications

- Assistive Technology
- Home Modifications

## Respite

- Respite Care

## Therapeutic services for independent living

- Acupuncturist
- Chiropractor
- Diversional therapist
- Remedial masseuse
- Art therapist
- Osteopath

## Nursing Care

- Registered Nurse
- Enrolled Nurse
- Nursing Assistant
- Nursing Care Consumables

## Nutrition

- Prescribed nutrition

## Allied health and other therapeutic services

- Aboriginal and Torres Strait Islander health practitioner
- Aboriginal and Torres Strait Islander health worker
- Allied health therapy assistant
- Counsellor or psychotherapist
- Dietitian or nutritionist
- Exercise physiologist
- Music therapist
- Occupational therapist
- Physiotherapist
- Podiatrist
- Psychologist
- Social worker
- Speech pathologist



**P:** 1300 488 226 | [agedcare@intereach.com.au](mailto:agedcare@intereach.com.au) | [www.intereach.com.au](http://www.intereach.com.au)

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