



CareWaysTM
community



Commonwealth Home Support Program



Client Handbook



FUNDING

CareWays Commonwealth Home Support Program services are supported by the Australian Government Department of Health



Australian Government

Department of Health

CareWays also gratefully receives community and business donations.

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INTRODUCTION

CareWays Community provides services to support frail older people, and people within the wider community. Further assistance is provided by a large team of dedicated volunteers.

Our Vision

Connected, Caring and Supportive Communities

Statement of Purpose

Progressive community services

Our Values

Accountability

Caring

Excellence

Flexibility

Integrity



Community Care services may be provided through various programs:

- Home Care Packages
- Commonwealth Home Support Program (CHSP)
- Private Services

This client handbook relates to CareWays services provided through the Commonwealth Home Support Program (CHSP). CareWays CHSP services aim to help senior Australians access entry-level support services to enable them to live independently and safely at home. CareWays aim to provide services which are accessible, flexible, person centred and appropriate for the consumer.

To receive CHSP services from CareWays, consumers must meet the program guidelines as assessed by My Aged Care, require low to medium level in home support and live between Helensburgh and Foxground; or in the Inner West of Sydney.

The funding CareWays receives enables services to be offered to eligible consumers at a subsidised rate; however, the funding does not cover the full cost of providing services. As such, a small consumer contribution fee is charged for Community Care services.

For all Community Care services, our assessors will work with consumers to develop a Person Centred Plan. Each plan is tailored to the needs of the individual consumer.

CHSP services CareWays provide include:

- Personal Care
- Domestic Assistance
- Respite Care
- Social Support
- Food Services (Meals on Wheels)



ADDITIONAL SUPPORT

CareWays CHSP services aim to provide support to senior Australians that require low to medium level in home support. If you require more support, CareWays also offer services through the Home Care Packages program and private services.

Home Care Packages

A Home Care Package can help you to live independently at home whilst providing you with flexibility and choice about the services you receive and who provides the support. CareWays can support you with all level Home Care Packages. Ask us how.

Home Care Packages allow you to tailor a package of care and services to best support your needs and help achieve your goals. Packages are flexible and may include services such as:

- Personal Care
- Domestic Assistance
- Respite Care
- Social Support
- Food Services and nutritional support
- Lawn and garden maintenance
- Continence support and aids
- Mobility supporting and aids
- Clinical care
- Skin Integrity

Private Services

Consumers who do not have a Home Care Package and are not eligible for CHSP can still receive services from CareWays. These services are provided under CareWays fee for service model.



Personal Care services are provided by our team of dedicated care workers. Personal Care operates Monday to Friday from 7.00am to 5.00pm. Weekend and public holidays may be available by prior arrangement. Personal Care may be provided outside these times by mutual agreement and subject to available resources.

Personal Care can include, but is not limited to supervision, prompting and/or assistance with:

- Showering, bathing or sponging
- Dressing and undressing
- Toileting
- Grooming
- Monitoring of self-medication (from compliance aids such as a Webster Pack)

Care Workers can **NOT** assist with tasks that should be performed by a nurse. This may include, but is not limited to:

- Wound dressings
- Injections
- Oxygen and respiratory therapies
- Nasogastric and gastrostomy feedings
- Collection of specimens for pathology
- Suppositories, enemas and pessaries
- Catheter care and bladder irrigation
- Colostomy or ileostomy care
- Blood glucose care
- Dialysis
- Nail care
- Weight bearing or the use of a hoist for mobility issues



DOMESTIC ASSISTANCE

Domestic Assistance services are provided by our team of dedicated care workers. Domestic Assistance operates Monday to Friday from 10.30am to 5.00pm and is **not** available on weekends or Public Holidays.

Domestic Assistance includes the essential cleaning of areas of the home that are frequently used by the consumer. These areas may include:

- Living areas
- Bedroom
- Bathroom and Toilets
- Kitchen
- Laundry

Domestic Assistance can also include unaccompanied shopping and paying bills on behalf of the consumer.

Care Workers cannot empty vacuum dust bags.

Domestic Assistance is not the same as a private cleaning service. Care Workers can **NOT** assist with tasks that are usually considered spring cleaning. This may include, but is not limited to:

- Cleaning floors on hands and knees
- Cleaning windows, curtains, blinds or fly screens
- Cleaning walls and ceilings
- Cleaning hard to reach places (such as stretching to reach)
- Changing light bulbs
- Lifting or moving heavy furniture (including turning mattresses)
- Cleaning areas outside the home (including balconies)



Respite Care services are provided by our team of dedicated care workers. Respite Care operates Monday to Friday from 9.00am to 5.00pm. Weekend and public holidays may be available by prior arrangement. Respite Care may be provided outside these times by mutual agreement and subject to available resources.

Respite Care provides an opportunity for the carers of eligible consumers to have a break from their caring role.

During the respite service, care workers can assist with some of regular duties the carer provides. This may include, but is not limited to:

- Washing dishes
- Assisting with meals
- Medication Prompting
- Supervision

CareWays do not provide emergency respite. If you require emergency respite, after hours or overnight respite, you can contact Commonwealth Carer Respite Centre on 1800 059 059.



SOCIAL SUPPORT

Social Support services are provided by our team of dedicated volunteers and on occasions, care workers. Social Support operates Monday to Friday from 9.00am to 5.00pm. Social Support may be provided outside these times by mutual agreement and subject to available resources.

Social Support aims to provide support and companionship for consumers who are living alone or who are socially isolated from their community.

Social Support services can include assistance with, but is not limited to:

- Friendly visiting
- Letter writing
- Shopping assistance
- Bill paying
- Support to attend a social activity
- Telephone based monitoring



Food Service meals are delivered by our team of dedicated volunteers. Meals are delivered Tuesday to Friday from 8.30am to 10.30am and can be delivered weekly or fortnightly. No meals are delivered on public holidays (meals for public holidays can be delivered in advance).

Food Service offers a large variety of nutritionally balanced frozen meals, including main meals, mini meals, soups and desserts. Meals are sourced from a range of suppliers to provide consumers with a variety of choice and a high quality meal.

CareWays can cater for specific dietary requirements such as low sugar, gluten free, low salt, low fat and Halal Certified.

If a consumer is unable to reheat their meal, CareWays can organise for a volunteer to assist (subject to capacity).

CareWays also participates in the local *Wheels to Meals* luncheons on a quarterly basis. This provides consumers with the opportunity to get together, meet new people, enjoy a meal and socialise away from their home.

More
than just
a meal

ACCESSING SERVICES

CareWays are committed to ensuring our services are available to all consumers that are entitled to receive them. CareWays aim to deliver services in a fair and equitable manner and free from any form of discrimination.

Consumers with **non-urgent** care needs will be referred to My Aged Care for an eligibility assessment. My Aged Care has been established by the Australian Government to provide consumers with easier access to aged care services. My Aged Care also aims to provide consumers more choice and control of their services.

My Aged Care will create a '*Client Record*' and determine the consumer's eligibility for subsidised services. A referral will then be forwarded to CareWays and we will then contact the consumer to arrange to visit you in your own home to discuss your service needs.

CareWays understand that for many consumers, this may initially be a confusing process. If you would like CareWays to make a referral to My Aged Care on your behalf, please contact a member of our Community Care Team on 02 4262 1918 or 1300 307 902.

Consumers with **urgent** care needs should contact CareWays directly.



CareWays need to collect personal and sensitive information about a consumer to be able to provide their service. Information collected is only used to plan and manage a consumer's service.

CareWays will only collect information that is necessary to be able to provide a consumer's service. Information collected may include:

- Name
- Address and Contact Details
- Date of Birth
- Living Arrangements
- Type of Income / Government Benefit
- Pension Number (where applicable)
- Emergency Contact(s)
- Health Information
- Service Details

CareWays are committed to protecting the privacy and confidentiality of all consumers. A consumer's record is handled with the strictest confidence and stored securely. CareWays ensure that a consumer's information is only accessible by the staff involved in providing and administering their services.



RELEASE OF RECORDS

All consumers have a say in how their records are managed and shared. Consumers can determine who their records can be shared and/or discussed with, what information can be shared or if they wish to restrict access to their record. Please be aware that restricting access may affect CareWays ability to provide a consumer with the highest quality services.

Consumers have the right to access any information held on their record. To request access, please contact the office.

Mandatory Reporting

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

- the release of information is required by law
- in a medical emergency

CHSP – Minimum Data Set (MDS) Confidentiality Statement

The CHSP MDS is a collection of data about CHSP clients (such as their age and living arrangements) and the amount and types of assistance being provided to them through the CHSP Program.

CareWays are required to provide this information to the Government Departments that fund our services. The information is used for research and planning purposes.

A consumer can choose what level of data CareWays will share with the government. This may be:

- sharing personal information
- sharing only non-identifying information



In some circumstances, CareWays may recommend a referral be made to another service provider. This referral could be for the consumer to access additional services or because CareWays are unable to provide service.

Services for the Aged

Consumers, with their consent, will be referred to My Aged Care who will create a '*Client Record*' for the consumer. One benefit of having a '*Client Record*' is that you will not need to repeat your basic details to multiple service providers.

My Aged Care will contact the consumer to complete an assessment and forward a referral to other service providers that can meet your needs.



COST OF SERVICE

The cost of community care services are as follows:

Service	Cost per hour
Personal Care	\$65.00 + GST
Domestic Assistance	\$65.00 + GST
Respite Care	\$65.00 + GST
Social Support	\$65.00 + GST
Lawn and Yard Maintenance	\$65.00 + GST

Note: A one hour service fee applies to services less than one hour.

A government subsidy is available for consumers that meet the eligibility criteria of the Commonwealth Home Support Program (subject to capacity).

The government subsidy does not cover the full cost of operating the service. As such, a client contribution fee may be charged for Community Care services. The consumer contribution fee will be advised at the assessment. CareWays may require consumers to complete an income assessment prior to determining an appropriate contribution fee.

Payment for all Community Care Services is by direct debit from a nominated bank account. In some instances, consumer may be also able choose to use CentrePay.

Creative Leisure Activities

A registration and/or lesson fee may apply for creative leisure activities. Please contact the Community Program Officer or refer to CareWays website (www.careways.org.au) for further information.



CareWays will make every attempt to schedule services for consumers preferred days and times in accordance with the operating hours for each service. Service days and time are dependent upon available resources and priority of care. Personal Care and Respite Care services will be prioritised over all other services.

Where a Care/Support Worker or Volunteer is not available for a consumers preferred days and times, suitable alternatives will be negotiated with the consumer.

CareWays cannot guarantee a specific Care/Support Worker will attend for each service. Where possible, CareWays will allocate the same worker and/or your preferred worker.

A consumer's scheduled service time may be subject to change due to factors beyond CareWays control (such as traffic delays, bad weather etc.). Consumers are asked to allow for an arrival time 30 minutes either side of their scheduled service time.

Where changes will be in excess of 30 minutes, CareWays will endeavour to notify the consumer of any impact to their services.

Consumer's Not Home for Service

CareWays cannot provide service for a consumer if they are not home. This means you cannot leave your home unlocked for the Support Worker or ask a friend or family member to be present on your behalf.

If CareWays have not been notified that you will not be home for your allocated service, the consumer contribution fee will be charged for the full service duration.



ALTERING SERVICES

CareWays are committed to providing services that meets the needs and lifestyles of our consumers. If your services are scheduled for a day and/or time that is no longer suitable, please contact a member of the Community Care Team on 02 4262 1918 or 1300 307 902.

The Community Care Team can assist you with changes to services for a specific date or to services ongoing.

Temporarily Suspending Services

If you will not be home for a scheduled service, please contact the office by 5pm the working day prior to your service. You will not be charged for services suspended prior to this time. Consumer contribution fees may be charged for the full service duration for cancelling or rescheduling after this time.

Should you be admitted to hospital, please contact the office (or ask the nurse in hospital to contact the office) to suspend your services until you return home.

Services that have been suspended for more than six months may be cancelled at CareWays discretion.

Cancelling Services

Consumers are able to cancel their services permanently at any time without consequence. You can reapply for services in the future if you require assistance again.

Public Holidays

Domestic Assistance is not provided on public holidays. Personal Care and Respite Care may be provided but must be pre-arranged. Higher fees apply for public holidays.



CareWays are committed to providing high quality services to our consumers and welcome all feedback about any aspect of our services, the care we provide or the operation of our facilities.

Feedback can be provided verbally to any CareWays staff member; or in writing. Written feedback can be provided to:

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

Compliments

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

Complaints

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

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

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



ADVOCACY

Consumers can ask a family member, friend or third party to advocate on their behalf. CareWays respect each consumer's choice of advocate and can, if required, assist consumers to access an advocate.

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

For consumers that do not speak English, CareWays will utilise an appropriate Interpreter Service.

Nominated Contacts

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

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



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

To ensure the health and safety of all stakeholders, we require all consumers and staff to abide by CareWays policies and procedures, applicable legislation and a consumer's Person Centred Plan.

To ensure the health and safety of all, CareWays require consumers and staff to abide by the following:

- Care Workers cannot work in a consumer's home when the consumer is not present
- Care Workers are not to have keys to a consumer's home
- Ensure a smoke free working environment
- Consumers are to ensure all pets are safely restrained before support workers enter the home (and for the duration of the service)
- Consumers are to provide equipment that is in a safe working condition and suitable for the task
- Consumers are to provide either a squeeze mop and bucket or a bucket with a built in wringer
- Consumers are to provide approved cleaning products (as per CareWays Cleaning Products flyer)



COMMUNITY SUPPORT

CareWays Community Support Service provides a resource that connects people to information and services that promote community capacity building, increased resilience and improved safety in the community.

The Community Support service can provide assistance with; information about services in the community, referral to services in the community, assistance with documentation, letter writing, resume development, photocopying, faxing and job applications.

Community Breakfast

A free community breakfast on Monday and Thursday mornings from 8am to 9.30am. The Community Breakfast provides a great opportunity for socialising and peer support as well as an avenue for obtaining information on areas of interest.

Creative Leisure Activities

CareWays offer a variety of creative leisure activities including:

- Computer and internet courses (Switched on Seniors)
- Creative craft
- Indoor bowls @ Thirroul Neighbourhood Centre
- Patchwork and quilting
- Wood burning (pyrographics)
- School holiday activities
- Knit and Natter Group
- Art Classes



CareWays office is open Monday to Friday 9am to 5pm, excluding public holidays. Phones are answered from 8.30am.

CareWays can be contacted via the following:

In Person

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

Written

Postal

CareWays Community Ltd.
PO Box 274
Dapto NSW 2530

Email

help@careways.org.au

Phone

1300 307 902 or 02 4262 1918

Social Media

Website

www.careways.org.au

Facebook

www.facebook.com/careways

