



## From the 1 July 2015, a number of significant changes to the aged care system are being made by the Australian Government.

Over 1 million people around Australia receive aged care services. By 2050 this number is set to triple! The changes you see happening now are directed at making the system easier to use, providing more services and greater choice, reviewing pricing structures and accessibility and providing consistency around delivery of services.

# IMPORTANT CHANGES TO AGED CARE

## Introduction of the Commonwealth Home Support Program (CHSP)

The Commonwealth Home Support Program will combine the following programs:

- Commonwealth HACC Program
- National Respite for Carers Program
- Day Therapy Centres Program
- Assistance with Care and Housing for the Aged Program

### Who is the CHSP for?

The new CHSP will be the entry level of Australia's aged care system for people aged 65 years and over (or 50 years and over for Aboriginal and Torres Strait Islander people) who need support to remain living independently at home. Carers of these clients will also benefit from services provided through the CHSP. CHSP clients will be able to access a wide range of CHSP services to support them to



stay independent at home. It will fund the delivery of services such as planned respite, delivered meals and domestic assistance.

### How can I access the CHSP?

The new CHSP will be easy to access—from 1 July 2015, simply contact My Aged Care for an assessment. You can contact My Aged Care on 1800 200 422 or visit the My Aged Care website.

### Existing clients

If you already receive services under one or more of these programs, you will continue to receive the same level of support as you do now under the CHSP.

### CHSP Fees policy

There are currently different arrangements for fees across states and territories for home support services. The CHSP will introduce a national fees policy to address

this and to improve the sustainability of the programme. Older people will be asked to contribute to the cost of care, if they can afford to do so. The fees policy will include appropriate safeguards for those least able to contribute to the cost of their care.

### Victoria and Western Australia

If you live in Victoria or Western Australia and receive services under the following programs, you will have access to the CHSP.

- National Respite for Carers Program
- Day Therapy Centres Program
- Assistance with Care and Housing for the Aged Program

If you receive services under the HACC Program in either Victoria or Western Australia, you will not be affected by the implementation of the CHSP at this point in time and can continue to access HACC services in those two states.

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## From the ceo's desk



Within this edition we have focussed on providing information on the many changes occurring in the aged care sector and we will be offering information sessions across the regions for those who would like to find out more. If you have a friend or neighbour who might also be interested in hearing about the aged care reforms and services available to seniors, please encourage them to also attend. For those unable to attend, we can organise to contact you if you wish.

Like you, we want the care you receive to be flexible and responsive to your needs, supportive of your health and wellbeing, and care that enables you to embrace life. You want solutions, and we want to deliver solutions that meet your needs.

We welcome your feedback and we especially welcome your feedback on staff. This edition also features our staff Values Based Awards program and information on how you can nominate staff for these awards.

There is a lot of information in this edition so please let us know if you would like to attend a further information session, if you require assistance to attend, or need us to speak with you further.

*Catherine Daley*  
Catherine Daley, CEO

## ALL STARS 2015

All Stars 2015 was by far our biggest All Stars event held to date, with 44 consumers and 147 student volunteers participating in a lively week of 50's themed activities and music and it was great to have consumers from Endeavour, Challenge and Samaritans join in with us this year.

Everybody enjoyed participating in the dance, music, art & drama sessions capped off with a brilliant showcase of the week's hard work, followed by a fun day playing Laser Tag and a BBQ at Lake Liddell.



St Joseph students never cease to amaze us with their commitment and drive throughout the week. Students from Year 7 through to Year 12 took part with some attending for the first time, although for most it was their second, third, fourth or fifth year.

The Hall at St Joseph's was bursting at the seams for our finale concert and we were very pleased to be back there after 2 years of renovations.

Thank you to everyone for supporting our annual All Star's week. A huge thank you to Overton staff & volunteers for your everlasting passion, professionalism and dedication to our All Stars program.

## MARATHON EFFORT

Jack McGlynn (8yrs of age) recently competed in the Sunshine Coast Marathon with his sister Eva and CCP Joanne Tomlinson, walking 2km to raise money for Jack's Assistance Dog and other community groups on the Sunshine Coast.

*Well done Jack, we're all very proud of you!*



## Home Care Packages

### What support is available through the Home Care Packages Programme?

If you want to stay in your own home as you get older, but need help with a range of services such as cleaning and preparing meals, gardening, assistance with showering or with transport so that you can go shopping or attend appointments a Home Care Package may be for you.

A Home Care Package provides a co-ordinated package of services tailored to meet your specific care needs, including ongoing case management.

Home Care Packages are funded by the Australian Government through the Home Care Packages Programme that started on 1 August 2013.

### What is a Home Care Package?

A Home Care Package provides services that can:

- help you to stay at home
- give you choice and flexibility in the way that care and support is provided to you.

There are four levels of Home Care Packages which are designed to give you the care you need now, but can also be changed as your needs change.

Home Care Levels 1 and 2 help people with basic or low level care needs; Levels 3 and 4 help people with intermediate to high care needs.

The Australian Government pays a subsidy to an approved home care provider so that it can provide care and services to you. The amount of funding depends on the level of the Home Care Package that you are receiving.

### What types of services are provided?

- Personal care: such as help with showering, dressing, mobility, meal preparation and eating, and fitting sensory communication aids.
- Support services: such as help with laundry, house cleaning, gardening, basic home maintenance, minor home modifications (related to care needs), and transport to help you do shopping, visit your doctor or attend social activities.
- Clinical care: nursing, allied health and other therapies.
- Other services: such as remote monitoring technology (where appropriate) and assistive technology, including devices that assist mobility, communication and personal safety where these services are identified in your care plan.

Additional government funding is also available to support people living at home with dementia through a Dementia and

Cognition Supplement. Veterans with a mental health condition accepted by the Department of Veterans' Affairs as associated with service may be eligible for a Veterans' Supplement.

There are also supplements to assist people who have an ongoing medical need for oxygen support, and people who require enteral feeding.

The supplements are available with any of the four levels of Home Care Packages. Your home care provider will apply for these supplements if you meet the eligibility criteria. With the Veterans' Supplement, your eligibility will be determined by the Department of Veterans' Affairs. Your home care provider will not have to apply for the supplement if you consent to disclose your eligibility for the supplement to them.

If you are eligible, the funding will be paid to your home care provider so that you can receive additional care and services.

### What is Consumer Directed Care?

From 1 July 2015, all Home Care Packages must be delivered on a Consumer Directed Care (CDC) basis. CDC is a new way of providing home care. It gives you more control and choice about the types of care and services you access, how the care is delivered and who delivers it to you.

Under CDC, you will determine the level of involvement you would like to have in

# IMPORTANT CHANGES TO AGED CARE

*"We were getting a regular package before and the change to CDC gave us a whole lot of new options. We really got to think about what was important to Bob.*

*Firstly, those things that were needed to maintain his health to the best of our ability, but also the things that were important to him to have a good quality of life, like being able to keep up with some of his previous work interests and to be able to receive assistance while he is interstate visiting the children."*

New Choices in Home Care - Cota Australia

managing your own package. You will be provided with a personalised budget so you can see how much funding is available for services and how the money is being spent.

integratedliving has been delivering this reablement approach with many consumers already through our "Embracing Life" service model.

## How do I get a Home Care Package?

You will need to be assessed as eligible by an Aged Care Assessment Team (ACAT), or an Aged Care Assessment Service (ACAS) in Victoria, to receive help at home through a Home Care Package. The assessment team is made up of a range of health professionals to help you work out what your care needs are, and whether a Home Care Package would assist you.

There is no minimum age requirement for Home Care Packages, but younger people such as those with younger onset dementia, will still need to be assessed as eligible by an ACAT.

If you are eligible for a Home Care Package, you will be put in touch with home care providers in your area. There may be a waiting period for packages in some areas.

Once you have been offered a package by a home care provider, a care plan will be developed for the services you need. You and your provider will agree on the services you need within the amount of the funding available for the package.

## What does a Home Care Package cost?

The Australian Government pays for the bulk

of aged care in Australia, but as with all aged care services, you may be asked to contribute to the cost of your care if you can afford to do so.

If you are asked to pay a care fee (pre 1 July 2014) or a basic daily fee, the amount will vary according to your income. If you are on the basic rate of pension, your maximum contribution would be 17.5% of the single age pension. People on higher incomes may be asked to contribute a higher amount.

If your Home Care Package commenced after 1 July 2014, you may have to pay an income tested care fee. A Home Care Fee Estimator is available on the My Aged Care website at <http://www.myagedcare.gov.au/fee-estimator/home-care> to assist you with calculating your fees.

## Income Testing:

This is an extra contribution towards the cost of care that some people may need to pay. The income tested care fee is payable depending on the amount of income someone has. It is calculated at the rate of 50 per cent of income above certain income thresholds with annual caps limiting the maximum that can be charged. The Australian Government will assess whether someone needs to pay this fee and how much. Full pensioners will not need to pay an income tested care fee.

If you are commencing a Home Care Package you may need to complete and lodge an income assessment form.

If you are in receipt of a means-tested income support payment from the

Department of Human Services or the Department of Veterans' Affairs (such as the Age Pension or the Service Pension), you will not need to lodge an income assessment form. The Department of Human Services or Department of Veterans' Affairs will have sufficient details to work out your income tested care fee. You and your provider will be advised in writing of your fees.

If you are a self-funded retiree who does not receive a means-tested income support payment from the Department of Human Services or the Department of Veterans' Affairs (such as the Age Pension or the Service Pension), you will need to complete and lodge an Aged Care Fees Income Assessment (SA456) form.

You are able to request an assessment prior to commencing your Home Care Package. The initial fee notification advice you receive will be valid for 120 days unless there is a significant change in your circumstances in which case you will be required to notify the Department of Human Services (or Department of Veterans' Affairs).

To request an assessment prior to commencing a package:

- If you receive a means-tested income support payment, you can either complete your contact details and sign the Aged Care Fees Income Assessment (SA456) form or you can call the Department of Human Services on 1800 227 475 to trigger the pre-commencement assessment.
- If you do not receive a means-tested income support payment, you will need to complete the entire Aged Care Fees



Income Assessment (SA456) form.

More information about the income tested care fee in Home Care, including a fee estimator, is available on My Aged Care.

#### Hardship Supplement

For consumers charged an income tested fee whom have a limited income, they may be eligible for the Hardship Supplement. You will need to complete the Hardship Supplement form and submit it to the Department of Human Services for assessment.

#### How do I get started?

For more information about Home Care Packages you can:

- Call My Aged Care on 1800 200 422 or
- Visit the My Aged Care website at [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

#### What if I'm already receiving services?

If you are already receiving packaged aged care services, you do not need to re-apply.

The only changes you will experience are more flexibility and choice in the type of services you receive as you transition to a consumer directed care model. As packages transition to a CDC model, you may also need to sign a new agreement and your arrangements may change to align to the individualised budget provisions.

#### Further information

Additional information about the Home Care Packages Programme is available on the Department of Social Services website. [integratedliving](http://integratedliving.org.au) wants to support you to

“embrace life” and has been delivering this approach that focuses on how we can support you and your strengths and abilities. We do not want to do “for you” we want to walk beside you.

## Introduction of the My Aged Care service

If you're getting older and need help, or if you're caring for someone who does, contact My Aged Care. My Aged Care is the new one stop shop for all things Aged Care.

You can find out what you need to know to start planning and talking about aged care with your family and loved ones.

You can find out about your choices, including home, community and residential aged care, and compare prices and services.

You can contact them on **1800 200 422\***.

MONDAY TO FRIDAY

(closed on public holidays)

8am to 8pm (local time)

SATURDAY 10am to 2pm (local time)

You can also visit the My Aged Care website at **[www.myagedcare.gov.au](http://www.myagedcare.gov.au)**

**If you are deaf or have a hearing or speech impairment**, you can receive help through the National Relay Service. Call **1800 555 677\*** and ask for **1800 200 422\***.

**If you need an interpreter**, you can receive help through the Translating and Interpreting Service. Call **131 450** and ask for **1800 200 422\***.

*\* 1800 calls are free from land lines; calls from mobile phones may be charged.*

If you would like more information on the changes that are happening and how it may affect you we will be hosting information sessions at a location near you. Please see below to register your interest. A schedule of events will be available on our website.

## MORE INFORMATION...

on the new Aged Care System and what the changes mean to you!

- Yes please, I'd like to register my interest in attending an information session on the new Aged Care System and how the changes may affect me.

Please see our website for schedule of events. By registering I understand and consent to receiving information from [integratedliving](http://integratedliving.org.au). We take your privacy seriously. Our privacy policy is available on our website [www.integratedliving.org.au](http://www.integratedliving.org.au)

Name ..... Phone .....

Address .....



## VALUE BASED AWARDS PROGRAM

2015 sees the launch of our Values Based Awards Program which recognises excellence in our employee and volunteer workforce. The program provides an opportunity to recognise employees and volunteers who embody our organisational values; in the way they work, through their interactions with others and in their general daily conduct.

### How does it work?

Employees, volunteers and consumers are able to nominate individuals for recognition against our organisational values of diversity, integrity, respect, unity and equity as well as the category of leadership.

### How do I make a nomination?

Complete the Values Based Awards Program 2015 Nomination Form which can be found as an attachment to this Newsletter. Once completed email the form to Alice Jones, Executive Manager People and Culture at [ajones@integratedliving.org.au](mailto:ajones@integratedliving.org.au). Alternatively nomination forms can be posted to PO Box 169 Rosny Park TAS 7018 to the attention of Alice Jones.

### Are all employees and volunteers eligible?

The program is open to all current and serving employees and volunteers excluding the Executive Management Group.

### What happens to my nomination?

Nominations will be assessed by an independent panel on a monthly basis. All eligible nominations submitted by the end of the relevant month will be included in that month's panel review with individuals deemed as the outstanding nomination for the month automatically eligible as a finalist for the annual award.

### Can I make an anonymous nomination?

The panel will accept anonymous nominations but our preference is that you provide your name and contact details so that the panel can contact you if they require any clarification or additional information relating to your nomination. It also means we can thank those individuals who have taken the time to make a nomination.

### Can I make more than one nomination?

Yes, you can make multiple nominations within one month or across months and you can also nominate the same individual for more than one category.

### I need some further information, where can I get it?

Read the Values Based Awards Program 2015 Additional Information sheet which is also provided as an attachment to this Newsletter. If you still have questions contact Alice Jones, Executive Manager of People and Culture via email [ajones@integratedliving.org.au](mailto:ajones@integratedliving.org.au) or mobile on 0439 493 161.

## Feedback & complaints

integratedliving encourages clients to provide honest feedback which may include compliments or complaints. Compliments/ complaints on our services or services provided by a staff member may be made via the phone or in writing. integratedliving values these comments and staff appreciate hearing feedback.

If you don't want to discuss your concern with us or you are unable to resolve your complaint with us you can contact:

The Aged Care Complaints Scheme on 1800 550 552

National Disability Complaints Resolution and Referral Service on 1800 880 052

### Contacting an Advocacy Service

Advocacy services are free, confidential and independent. Services are available in each state and territory. You can call Aged Care Advocacy directly on 1800 700 600 or with your permission we can phone an advocacy service on your behalf to explain your concerns and arrange for the service to contact you.

### Privacy of Information

Personal information collected by integratedliving Australia is treated as confidential and is collected, stored, used and disclosed in accordance with the Australian Privacy Principles (APP) contained in the Privacy Act 1988 (Cth).

### Access to Information

Service users may have access to any information which integratedliving has collected about them in accordance with the Australian Privacy Principles and integratedliving Policy and Procedures.

### Independence

All services provided by integratedliving take into account lifestyle, cultural and religious preference. integratedliving encourages individuals to maintain their independent living skills and works proactively with them to enhance, retain or regain the skills required for daily living.

### Funding Acknowledgement

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## Where you can find us!

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## SUPPORT...

YES! I would like to make a donation to integratedliving



Mr / Mrs / Ms / Dr (please circle)

First Name \_\_\_\_\_ Surname \_\_\_\_\_

Address \_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

I would like to donate \$

- Enclosed is a cheque payable to integratedliving
- Donation has been transferred by direct deposit to: BSB 633-000 ACC 133706358  
 Please use your name as the reference. Donations over \$2 are tax deductible