



# Staffing Options

For people with disabilities, the aged and their networks.

ABN 15 099 462 638

## Aged Care Support: Information Handbook

### BRISBANE OFFICE

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Ph: (07) 3254 1000

On-Call Phone: 0417 755 820

Fax: (07) 3254 0300

### NORTH COAST OFFICE

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Ph: (07) 5443 9022

On Call Phone: 0417 755 820

Fax: (07) 3254 0300

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## Acknowledgments

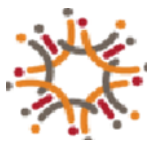


Staffing Options acknowledges the Traditional Owners of the Lands upon which we operate, the Turrbal and the Jagera people of Brisbane and the Gubbi Gubbi and Jinibara people of the Sunshine Coast. We pay our respects to their Elders past, present and future, and extend that respect to all Aboriginal and Torres Strait Islander cultures.



Staffing Options respects the diversity of each person receiving and directing support and will uphold each person's legal and human rights to access quality, inclusive and culturally safe disability and aged care services.

## Welcome to Staffing Options for community services Pty Ltd.



Staffing Options is a private fee-for-service organisation that provides experienced support workers to people who require support due to disability or aging, their family and networks and government and non-government providers. Staffing Options also supports people to direct and manage their support, employ their own workers and locate services to provide their NDIS and Aged Care funded support.

### Our History

Staffing Options commenced in 1997 in response to the need for experienced disability support workers to be available for emergency and short-term situations. Starting as a one-person operation, employing several casual staff, Staffing Options initial requests were for support workers to provide both in and out of home supports for families and provide backup support workers for non-government and government service providers at times when their own workers were unavailable. Since then, Staffing Options has expanded its direct service capacity, regional reach and staffing levels. It offers people, families and services from the disability and aged care sectors to meet their individual and staffing needs.

### Our Employees

Staffing Options' employees recognise and respect that each person receiving support is the best person to understand their needs and direct the supports and services provided by Staffing Options. Our employees undertake worker screening, have relevant skills, qualifications and attributes to provide a high standard of support services and receive thorough induction, ongoing training and regular supervision to ensure those high standards are maintained.

### Our Mission

Staffing Options works with people so they:

- have authority around the supports they receive
- are able to live their lives in the way they choose, in their own homes and communities
- are supported in innovative and flexible ways.

## Our Values

- Staffing Options is committed to upholding all people's human rights in accordance with the [United Nations Universal Declaration of Human Rights](#), and the [United Nations Convention on the Rights of Persons with Disabilities](#).
- Staffing Options values the authority people have over their own lives and the natural authority of family and friends and expects people to direct their supports to the fullest extent of their ability.
- Staffing Options believes that people are entitled to choose what supports they will receive and who will provide them and have the information they need to make this choice.

## Access to Services

Access to Staffing Options' services is determined by the requirements of the person receiving and directing the supports and considers the individual circumstances, identified culture, values and beliefs of each person. Staffing Options does not discriminate with respect to age, gender, gender identity, sexuality, race, culture, language, faith or disability for those seeking to engage its services.

## Aged Care Home Care Support Services



Staffing Options can assist you to design the supports that work for you in your own home and in your communities of choice. We offer services on private, fee-for-service basis, or you may be eligible for subsidised services via a Home Care Package through My Aged Care.

To find out if you are eligible for a Home Care Package, please contact My Aged Care on 1800 200 422. The My Aged Care contact centre will ask questions to determine if you need an Aged Care Assessment Team (ACAT) assessment.

As an Approved Provider of Home Care Packages, Staffing Options can partner with you to develop a support plan and individualised budget that meets your specific needs, goals and preferences. Our Coordinators, Registered Nurse and Support Workers can offer support when you need or prefer this service, with the flexibility to change this support as your needs and preferences change.

## What services can you access under Home Care Packages

The support you can access are wide-ranging and include (but are not limited to):

- **Personal care:** assistance with personal care activities such as bathing, showering, hygiene assistance, medication assistance, mobility and communication, continence management;
- **Domestic assistance:** including meal preparation and diet, general house cleaning, clothes washing, ironing and shopping;
- **Home maintenance or gardening:** garden maintenance and minor home maintenance and repairs;
- **Transport support:** help to get you out and about to shopping and appointments;
- **Social support:** to assist you to remain social and take part in your communities of choice, hobbies or interest groups;
- **Respite Care:** to support you when your usual carer has other commitments;
- **Nursing:** Our Registered Nurse can support your health needs, including:
  - health and wellbeing assessments and monitoring
  - medication management
  - wound care
  - pain management
  - health advice and education;
- **Allied health and other services** as required;
- **Goods equipment and assistive technology** as required.

If you accept a Home Care Package, there are some services the Commonwealth Government has determined you may **not** use these funds for. These exclusions include:

- **General Expenses:** items that would normally be purchased out of general income such as household bills (e.g. electricity and water) or appliances;
- **Food and Beverages:** General groceries, as well as takeaway meals, cannot be covered using funds. Food costs can only be covered in the case of enteral feeding requirements.

The preparation and delivery component of meal delivery services such as Lite n' Easy can be covered using home care funds. In the specific case of Lite n' Easy, home care package funds can be used to cover 70% of the service cost, with consumers having to pay for the remaining 30% themselves;

- **Accommodation:** payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent;
- **Renovations:** home modifications or assets that are not related to your support needs;
- **Entertainment:** cost of entertainment activities, such as club memberships and tickets to sporting events;
- **Holidays:** travel and accommodation for holidays;
- **Government Funded Services and Fees:** service and payment of home care fees;
- **Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme:** payment for services and items are not covered by Home Care Package funds.

For more detailed information about Service Inclusions and Exclusion under Home Care Packages, refer to <https://www.myagedcare.gov.au/sites/default/files/2023-01/operational-manual-for-home-care-package-consumers.pdf>

### How services are provided

All Home Care Packages are provided on a consumer directed basis; this means you have choice and control over the support and services you need and who provides these. You can self-manage your package, including recruiting staff and finding suitable services. Alternatively, your **package can be managed by** Staffing Options.

We can provide support workers, or you may already have support workers or preferred providers for some of the support and services you need. We can work with you to retain these or assist you in finding other support options. The support worker or other providers must provide Staffing Options with some documentation such as insurance certificates and police checks, and we will set up a service agreement with them. We will stay in touch with your workers and providers and seek your feedback to ensure their support meets your needs, goals and preferences.

You can discuss all your options with the Aged Care Coordinator and have as much control over managing your Home Care Package as you wish.

### Assessment and Support Planning

Staffing Option's Aged Care Coordinator will work in partnership with you, your family and other providers where required to develop a support plan to identify your support needs, goals and preferences. Support provided by Staffing Options occurs in the context of each person's private home, their relationships with family and friends and



the community in which they live. We recognise that people know what suits them best and we work to uphold your natural authority to be the decision -makers in your own life and setting goals. When planning with you we will focus on your strengths, and the opportunities you would like to explore to maintain your wellness and independence. We will respect and support your identified culture and values and uphold your autonomy, choice and control. We will encourage the involvement of your partner, families of choice, and other providers as required in any planning and review processes. The initial assessment will determine the support and any additional assessments you may need and we will work with you to create a support plan that outlines your goals and the types of services and support required. The support plan will inform your workers on the support you requires and also be used to find qualified staff or other providers to help maintain your well-being and achieve positive outcomes.

### **Dignity of Choice**

Staffing Options respects and supports your right to experience a full, meaningful and interesting life. A life where you make your own decisions and choices even if those choices might pose some risk. In doing so, Staffing Options will be directed by you, and the people who are important to you to minimise any risks to you and workers where possible.

### **Staying in touch**

Staffing Option's Aged Care Coordinator will maintain contact with you, your family and anyone who provides support to you through your Home Care Package. This may include support workers and third-party providers such as nurses, allied health providers, and gardening or cleaning services. We will also:

- seek on-going feedback from you and your family about the quality of support and services
- formally review your support plan every 12 months or more frequently if required, and
- ask you to participate in our annual Service Satisfaction Survey.

We also ask that you stay in touch with Staffing Options if you have any planned or unexpected changes such as:

- If you are going to be away
- If you are going to be admitted to hospital

- If your health or family situation changes
- If you have a change of address.

Staying in touch will help us all maintain our mutual obligations and ensure you receive the best possible support.

### Home Care Package Fees

At Staffing Options, we aim to keep our fees and charges for services as affordable as possible. When you sign a Home Care Agreement with us, we include an Individualised Budget outlining the expected cost of the support services you receive.

Every month, you will receive a financial statement for your home care package, which details your Government Subsidy, any contributions you have made, expenses for services, and the remaining unspent funds. You can easily pay any required fees through direct debit. If you need help to understand your financial statement, our Aged Care Support Coordinator can assist you.

#### **Below is an outline of standard fees and charges:**

**Basic Daily Care Fee:** All recipients of Home Care Packages are expected to contribute a Basic Daily Fee which is the same for all Home Care Package recipients and changes with the level of Home Care Package. This basic daily fee rate is reviewed and may change on 20 March and 20 September each year in line with changes to the age pension. Staffing Options does NOT currently collect the Basic Daily Fee.

**Package and Care management fees:** There are costs incurred by approved providers in managing home care packages by way of service and support coordination and administration functions. These costs can be charged by the provider against your home care package funds. At Staffing Options, we charge 15% Package management fee and 10-20 % care management fee (See Fee Schedule Pg 18).

**Income Tested Fee:** (Does not apply to FULL pensioners): Depending on your income, you may need to pay an additional contribution to the cost of your care. This is known as the 'Income-tested Care Fee'. The maximum Income Tested Care Fee you are expected to pay will be determined by the Department of Human Services.

There is a Fee Estimator to help you estimate the likely cost of home care fees you can expect to pay. You can also call My Aged Care on 1800 200 422 for more information about home care fees.

If you feel that you would face financial hardship in paying the required contribution you can ask to be considered for financial hardship assistance.

Please see the My Aged Care 'Your Guide to Home Care Package Services' for more information regarding home care package costs and what charges may apply at: [https://www.myagedcare.gov.au/sites/default/files/2022-12/your-guide-to-home-care-package-services\\_0\\_0.pdf](https://www.myagedcare.gov.au/sites/default/files/2022-12/your-guide-to-home-care-package-services_0_0.pdf).

### **What if I do not need the support services for a short period?**

You may temporarily suspend the support you receive from your home care package whenever required. For example you may put your package on hold for:

- hospital admissions
- transition care
- residential respite care and
- holidays.

Our Home Care Agreements provides additional information about taking leave from your package and how this may affect your subsidy.

If you do not advise Staffing Options you've taken leave this can result in you needing to repay money to the Government.

To suspend your services, please notify us as soon as possible. If you know in advance that you will need to take leave, we ask that you give at least one week's notice so we can reschedule services or suspend them accordingly. However, if you experience an unexpected event, such as a hospitalisation, please contact us (or have someone call on your behalf) immediately. We will then put your home care package on hold and discuss with you what will happen to your fees and government subsidy during your absence.

### **Changing Home Care Providers**

As per the Aged Care Act principles, you can choose the services you want under your home care package. You also have the option to switch to another approved provider whenever you wish. If you are considering changing to a new provider, you will need to notify Staffing Options in writing and provide the date you want to stop receiving their services. Our Home Care Agreement specifies the notice period required for this.

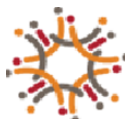
Once notified, Staffing Options will complete your services, calculate any remaining funds in your home care package, and provide a final monthly statement. We will

collaborate with your new provider to ensure a seamless transition of your home care package.

### If you need to change a scheduled support visit

Staffing Options recognises that there will be occasions when you need to cancel or change a scheduled support visit or appointment. As soon as you become aware that you will need to change a support visit or appointment, we ask that you call the Aged Care Coordinator so that we can inform support staff and reschedule the visit. If a visit is cancelled without adequate notice, you may be charged a cancellation fee.

## Your Rights



### Charter of Aged Care Rights

The Charter of rights protects the rights of people receiving aged care. It applies to all aged care services that are funded by the Australian Government. The Charter is made in law under the [Aged Care Act 1997, Schedule 2 User Rights Principles 2014](#)

The Charter states that you have the right to:

- safe and high-quality care and services;
- be treated with dignity and respect;
- have my identity, culture and diversity valued and supported;
- live without abuse and neglect;
- be informed about my care and services in a way I understand;
- access all information about myself, including information about my rights, care and services;
- have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
- have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
- my independence;
- be listened to and understood;
- have a person of my choice, including an aged care advocate, support me or speak on my behalf;

- complain free from reprisal, and to have my complaints dealt with fairly and promptly;
- personal privacy and to have my personal information protected;
- exercise my rights without it adversely affecting the way I am treated.

### Code of Conduct for Aged Care

The Department of Health and Aged Care's Code of Conduct for Aged Care sets out standards of behaviour for approved providers, their aged care workers and governing persons. The standards are as follows.

People who provide care, supports and services in the aged care sector must:

- a) act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- b) act in a way that treats people with dignity and respect, and values their diversity
- c) act with respect for the privacy of people
- d) provide care, supports and services in a safe and competent manner, with care and skill
- e) act with integrity, honesty and transparency
- f) promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services
- g) provide care, supports and services free from:
  - I. all forms of violence, discrimination, exploitation, neglect and abuse
  - II. sexual misconduct
- h) take all reasonable steps to prevent and respond to:
  - I. all forms of violence, discrimination, exploitation, neglect and abuse
  - II. sexual misconduct.

The Code aims to:

- support your rights to personal choice, dignity and respect
- promote kind, honest and respectful behaviour
- keep you safe from harm

Staffing Options will take reasonable steps to ensure our staff and contractors comply with the Code and are supported to resolve issues where concerns are identified with their compliance with the Code.

You can find out more about the Code of Conduct in the following link.

[https://www.agedcarequality.gov.au/sites/default/files/media/code\\_of\\_conduct\\_for\\_aged\\_care\\_consumer\\_fact\\_sheet\\_0.pdf](https://www.agedcarequality.gov.au/sites/default/files/media/code_of_conduct_for_aged_care_consumer_fact_sheet_0.pdf)

## Interpreting, Translation and Communication Support



Staffing Options recognises that good communication is key to the provision of safe, and quality services. Staffing Options will ensure that staff use inclusive, non-discriminatory and respectful language with you at all times.

Where required, interpreters and translators or other communication support can be made available at no cost to support your interactions with us.

## Advocacy

Staffing Options is committed to assisting you to self-advocate or be supported by a friend or family member or independent advocate from a service if required in your interactions with Staffing Options. An advocate is someone who can listen to your concerns, give you information about your rights and speak up on your behalf if you want them to.

You can ask Staffing Options to support you to find an advocate or you can contact the **Older Persons Advocacy Network (OPAN)** on 1800 700 600. This line is available between 8am-8pm Monday to Friday. Or you can visit their website: [www.opan.com.au](http://www.opan.com.au) to find an Advocacy service near you.

## Providing Feedback and Making a Complaint



Staffing Options wants you to know that you have a right to speak up and make a complaint if you are unhappy with the support and services you receive from us.

- We welcome all feedback, whether a complaint or suggestions. Feedback helps us to make our services better.
- We will listen to your concerns and treat you and anyone else involved in the complaint both fairly and with respect. You can be supported by Staffing Options,

a family member, representative or an independent advocate to make a complaint about Staffing Options.

- We encourage you to speak with the Aged Care Coordinator in the first instance as this is usually the best way to resolve any issues you may be experiencing. If you are not comfortable raising a complaint directly with the Coordinator you can contact Staffing Option's Managing Director. Contact details are below.
- We will uphold your privacy and confidentiality when you make a complaint and try to resolve the complaint quickly and fairly. We will ask you what you want to happen and keep you informed about how we manage the complaint.
- You can find more information about making a complaint in Staffing Options' Feedback and Complaints Policy.
- We will follow the principles of [open disclosure](#) in responding to your feedback.

<b>In person</b>	<b>Brisbane Office</b> 60 Harcourt Street New Farm QLD, 4005	<b>North Coast Office</b> 71 Sugar Road Maroochydore QLD, 4558
<b>By phone</b> <b>On Call Phone</b>	(07) 3254 1000 0417 755 820	(07) 5443 9022 0417 755 820
<b>In writing</b>	Address your complaint to the Coordinator or Managing Director at the above address or email <a href="mailto:info@staffingoptions.com.au">info@staffingoptions.com.au</a> Or use the enquiry form on the Contact Us page on Staffing Options' website at <a href="https://staffingoptions.com.au/contact/">https://staffingoptions.com.au/contact/</a>	Address your complaint to the Coordinator or Managing Director at the above address or email <a href="mailto:info@staffingoptions.com.au">info@staffingoptions.com.au</a> Or use the enquiry form on the Contact Us page on Staffing Options' website at <a href="https://staffingoptions.com.au/contact/">https://staffingoptions.com.au/contact/</a>



## Aged Care Quality and Safety Commission

You can also make a complaint about Staffing Options to the Aged Care Quality and Safety Commission. The Aged Care Quality and Safety Commission provides a free service for anyone who wishes to make a complaint about an Australian Government funded aged care service. You can submit a complaint through the Commission's -

[Online Complaints Form](#) or visit <https://www.agedcarequality.gov.au/making-complaint>.

The Aged Care Quality and Safety Commission will respond to you during business hours; within 24 to 48 hours after receiving your complaint. If your matter is urgent, please call 1800 951 822.

## Privacy and Confidentiality

Staffing Options respects and is committed to protecting your privacy and confidentiality. We use information in line with legislative requirements such as the Privacy Act 1988 and the Australian Privacy Principles.

- To assess, plan, and provide quality services to meet your needs, we will need to collect information about you, such as your name and contact details and information about your health and well-being, needs, preferences, hopes and goals. We will only ask for information that helps us provide safe and quality support and services.
- We need your permission to collect your information and to share it with others, and we will ask you who we can share your information with. You do not need to give us your permission, and you can withdraw or change your permission at any time. This means sharing this information with the staff who will work with you.
- You have the right to request access to the personal information that Staffing Options holds about you and to update/change your information as required.
- We will keep your information safe from unauthorised use, access, modification or disclosure by password protection on our computers and by storing paperwork in lockable filing cabinets.

## Consent

Staffing Options needs your consent to:

- collect your information from yourself or others



- share your information with others
- start providing you with support and services
- use photos or video images of you
- involve you in quality activities such as audits and surveys.

We will ask for your consent when we work together on your Home Care Agreement and we will tell you, and remind you, that you can change or withdraw your consent at any time.

## Legislation and Standards

To ensure high quality and consistent service provision, Staffing Options is -

- aligned with the National Disability Insurance Scheme Quality and Safeguarding Framework and the Aged Care Quality Standards through its written policies and procedures and is committed to upholding the principles and obligations of the:
  - Disability Services Act 2006 QLD
  - National Disability Insurance Act 2013
  - Aged Care Act 1997

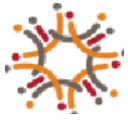
The Aged Care Quality Standards cover eight core elements for quality service provision, which are:

1. Consumer dignity and choice
2. Ongoing assessment and planning with consumers
3. Personal care and clinical care
4. Services and supports for daily living
5. Organisation's service environment
6. Feedback and complaints
7. Human resources
8. Organisational governance.

More information about the Aged Care Quality Standards can be found at:

<https://www.agedcarequality.gov.au/resources/standards-consumer-outcomes-a2-poster-new>

## Safeguarding the health and wellbeing of yourself and your workers



### Personal emergency planning

Staffing Options will encourage and support you and your family to develop a personal emergency plan that details what action needs to be taken when you do not respond to a scheduled visit, or in the event of a natural disaster such as a bushfire, flood or power outage. This is documented on your Support Plan so that staff are aware of what action to take.

### Medical Emergency

If you have a sudden or severe illness or injury during a home visit, support staff will follow standard emergency procedures, including calling 000 and requesting an ambulance.

### Incidents and Accidents

Workers and third-party contractors that provide support to you through your Home Care Package must report to Staffing Options any incidents, near misses and accidents that occur when providing support to you. You are also encouraged to report any concerns, incidents or accidents to the Aged Care Coordinator at any time.

Staffing Options will follow the elements of [open disclosure](#) outlined by the Aged Care Quality and Safety Commission's Open Disclosure Framework and Guidance.

These are:

1. identify when things go wrong
2. address immediate needs and provide support
3. acknowledge and apologise or express regret
4. find out and explain what happened
5. learn from the experience and make improvements

We will keep you informed about how the incident is managed, including asking what you would like to happen to fix any issues that arise.

A serious incident may constitute a reportable incident. A reportable incident means Staffing Options must report the incident to an external body such as the Aged Care Quality and Safety Commission. Staffing Options will always discuss reportable incidents with you before we act on them.

You can find out more about reportable incidents and the Serious Incident Response Scheme (SIRS) here.

[https://www.agedcarequality.gov.au/sites/default/files/media/what-is-the-sirs-consumer-summary\\_3.pdf](https://www.agedcarequality.gov.au/sites/default/files/media/what-is-the-sirs-consumer-summary_3.pdf)

## **Medication**

Only our staff with appropriate training can directly help you with your medication. If you need help with your medication, please contact the Staffing Option's Coordinator to ensure we can match the right staff member with the right qualifications to meet your requirements.

## **Home and Equipment Safety Checks**

To ensure that our staff are working in a safe environment and can provide safe support to you, we conduct an initial Home and Equipment Safety Check in consultation with you. If we identify any areas of risk, we will assist you in addressing these. We ask for adequate lighting, ventilation and a workspace free of clutter to allow support workers to undertake their tasks. The Third Party Providers who also provide services to you are required to inform you of any other specific requirements regarding their workers.

## **Smoking**

Staffing Options has a no-smoking policy for all of its employees. Staffing Options employees and any support staff working on behalf of Staffing Options are not permitted to smoke in your home or while providing support to you. To protect our employees and staff working on behalf of Staffing Option against passive smoking, we are also obliged to ask that if you smoke, you do not smoke in the vicinity of staff whilst they are providing support in your home.

## **Pets**

Staffing Options recognise that pets are an extremely important part of people's lives. Pets can sometimes behave differently when other people are visiting your home. Staffing Options ask that you inform the Aged Care Coordinator if you have a pet so that this can be documented in your profile if it is relevant to supporting you. If your pet poses a risk to anyone staff providing support or visiting your home, we will ask you to ensure your pet is outside or in another room to ensure the safety of support staff while they undertake their duties.

## Cleaning Products

Staffing Options has policies regarding hazardous substances and waste management, and staff are not permitted to use products containing bleach and other hazardous chemicals. When purchasing cleaning products, we ask that you buy products that do not contain bleach or hazardous substances. Please speak to the Aged Care Coordinator for more information about safe products.

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## Frequently Asked Questions

### **Where do I start?**

Please contact the Aged Care Coordinator on (07) 3254 1000 for information on aged care support services and Home Care Packages. The Coordinator can meet with you and your family to discuss options for service delivery.

### **As a family, how much involvement can we have?**

Family involvement is welcome to whichever degree the individual and family wishes. A mutually agreed upon Service Agreement and Support Plan would be put in place to facilitate the process of everyone working together to benefit the person who will be receiving the service.

### **Can anyone approach Staffing Options for support and services?**

Staffing Options encourages respectful relationships with all people regardless of age, race, culture, religion or disability. Access is based on the capacity to provide a suitable response and is decided on a case by case basis.

### **Do you provide support to people from Culturally and Linguistically Diverse (CALD) backgrounds?**

We will endeavour to provide you with culturally appropriate services based on your personal needs and preferences. On request, we can arrange a free national interpreter service to ensure that you can understand the assessment and review process, the services we offer and other general information as required.

### **Do you provide support to people from an Aboriginal or Torres Strait Islander backgrounds?**

We will endeavour to provide you with culturally appropriate services based on your personal needs and preferences. On request we can arrange for an Aboriginal and Torres Strait Islander (ATSI) advocate, or a person known and trusted by you to attend an initial assessment. Alternatively, staff can provide you with information about Aboriginal-specific services you may be able to access if preferred.

### **What assistance is available for your carer?**

If your carer is in need of additional support, contact the Carer Gateway on 1800 422 737 or go to the website at [carergateway.gov.au](https://carergateway.gov.au) to find out more. Staffing Options' Aged Care Coordinator can assist your carer in this process if requested.

### **How is service provision monitored and reviewed?**

- Regular contact between the person receiving the service, their support network and the Aged Care Coordinator.
- Regular contact between the Aged Care Coordinator and the person receiving support, support workers and third party providers such as allied health providers or meal services for instance.
- On-going feedback from the person receiving the service and their support network.
- Formal support plan reviews every 12 months or more frequently if required.

## Home Care Package Pricing Schedule (Effective from 3rd July 2023)

**Package Management** - 15% of package subsidy is charged for ongoing organisational activities associated with the smooth delivery and management of a home care package. It includes preparing monthly statements, managing package funds, and compliance and quality assurance activities required for home care.

**Care Management** - Care Management includes coordinating care and services that will help you achieve the goals you have identified in your support plan. Care management services include development and review of home care agreements and support plans and the coordination and scheduling of supports.

<b>Package Management fees:</b>	15% of Package subsidy
<b>Care Management fees:</b>	
Self-managed by person receiving a Home care package or representative.	10% of Package subsidy
Fully managed by Staffing Options.	20% of Package subsidy

**Hourly Service Rates** - You may choose to use Staffing Options staff to provide support. Staffing Options staff can provide support with personal care, domestic assistance, social support, in home respite, transport, community access and support with other daily activities. Staffing Options' staff rates are as follows:

Monday to Friday 6am-8pm	\$60.25/hour
Monday to Friday 8pm-6am	\$67.25/hour
Saturday	\$85.75/hour
Sunday	\$110.00/hour
Public Holiday	\$132.00/hour
Sleepover (10pm-6am, min 4 hours to be attached)	\$140.00
<b>Registered Nurse</b> – clinical review and support	\$125.00/hour
<b>OTHER INFORMATION</b>	
Mileage If staff are required to use their own vehicle during working hours.	96c per kilometer

**Your Contribution - Basic Daily Fee** - The payment of this fee is optional. The Government sets the basic daily fee which varies with each Home Care Package level. This rate is reviewed on 20 March and 20 September each year. Please discuss your preference with your Coordinator during the set-up of your package.

**Your Contribution – Income Tested Fee** –This additional fee is means tested and determined by the Department of Human Services. My Aged Care can provide an estimate of your contribution. Please use the fee estimator on the website at [www.myagedcare.gov.au/fee-estimator/home-care](http://www.myagedcare.gov.au/fee-estimator/home-care) or call My Aged Care on 1800 200 422.