

Croatian, Ukrainian and Belarusian Aged Care Association of SA Incorporated comprising



# St. Anna's

Residential & Home Care



## Home Care Information Guide

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# WELCOME to St. Anna's

***"St. Anna's will work with you to provide a tailored home care service that allows you to experience an empowered, independent, dignified and respectful support service in your home."***

We warmly welcome you and your family and friends to St Anna's Home Care.

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We hope the information provided in this guide assists in answering any questions or concerns.

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# St Anna's Home Care

Thank you for choosing us as your Home Care provider.

St. Anna's Residential Care Facility and Home Care is a not-for-profit organisation which has been providing quality residential aged care services to older people in Brompton South Australia for over 20 years. St. Anna's Residential Care Facility and Home Care was created through the vision and commitment of the communities, initially in response to a need in the Croatian, Ukrainian and Belarusian communities, as well as the wider community.

Here at St. Anna's, we pride ourselves on being a place with a heart and we recognise that some people can be very reluctant to leave their homes. We encourage those who feel this way to stay at home as long as possible and can provide assistance to support this decision.

To assist with this, St. Anna's provide tailored home care services through our extensively trained team, who support our clients to live to their full potential. Our Home Care Coordinators, together with our clients, carers, families and friends work to create an individualised home care package to suit and support your lifestyle. Services are always negotiable and tailored to your particular requirements.

We are also mindful that things change, and what might be suitable today may not be in the future. Our Home Care Coordinators works hard to ensure that the individual needs of each client are met by consulting with the client, client family members, Aged Care Assessment Team (ACAT) and Allied Health members. We are able to review and adjust your services to ensure our clients continue to maintain their wellbeing and independence as much as possible.

We understand that the prospect of having people come into your home can be challenging for both clients and their families. It can take time to adjust and develop a rapport with staff. Our staff are here to support you and your family through this process in every way possible.

We have prepared this Information Guide to provide you and your family with important information regarding various aspects of the service we deliver. Please read this guide carefully and keep it as a reference while you remain within our care.

If you have any suggestions or feedback relating to this guide, or to the services we provide we would appreciate your feedback as it is important to us, and is central to our commitment to continuous improvement.

***We look forward to assisting you in every way possible, to ensure you enjoy your time with St. Anna's Home Care.***



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## St. Anna's Home Care Office

The Home Care office is located at U3/65 East Street, Brompton. The office is open during the week between the hours of 8.30am – 4.00pm.

Home Care Coordinators are available in the office and by phone from these same times. If we are unavailable when you phone, please ensure you leave a voicemail that includes your details so that we can respond in a timely manner. After hours and weekend calls are diverted to the Home Care Manager or a Coordinator for urgent needs. In the event of an emergency always call 000 first.

## St. Anna's Staff

St. Anna's Home Care Manager and Coordinators are on-site at the Home Care office during business hours. The clinical and care team consist of dedicated Home Care Coordinators, Registered and Enrolled nurses. Please direct any enquiries or services matters to them. St. Anna's Home Care is also supported by Clinical Nurse Managers from our Residential Aged Care Facility who have extensive experience at senior levels in aged and acute care.

St. Anna's Home Care has a dedicated Client Services Liaison who is able to assist you with many enquiries from services and support to information and resources. Our care staff are qualified, highly trained and have clearances for working with clients in the community. They are able to provide a number of support services in a caring, respectful and dignified way.

The Finance Officer supports the business aspect and financial matters of St Anna's Home Care and will assist you with any financial matters.

The Lifestyle team on site at St. Anna's Residential Care Facility organise activities, outings and events that support social, cultural and spiritual needs. From time-to-time events are organised by this team that may interest you and we invite you and your friends and families to attend. Keep an eye out for special events in your monthly newsletter or on our Facebook page!

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# Your Home Care Package Explained

Home Care Packages (HCP) are one of the ways that older Australians can access affordable care services to get some help at home. They are designed for those with more complex care needs that go beyond what the Commonwealth Home Support Programme can provide.

As everyone's care needs are different, there are four levels of Home Care Packages with different funding amounts. These cover basic support needs through to high care needs.

You work with your chosen provider to identify your care needs and decide how best to spend your package funding. Your service provider coordinates and can manage your services for you on your behalf.

## **Subsidies, Fees, Contributions and Costs**

The package level assigned to you is based on your needs and your government subsidy will reflect this accordingly. There may also be supplements that you are eligible for and your coordinator will assess and support your application for these.

You can find current subsidy amounts through My Aged Care or ask your coordinator.

You're expected to contribute to the cost of your care if you can afford it. Your contribution is made up of three types of fees:

- Basic daily fee - you can choose to contribute a basic daily fee based on your home care package level to your package
- Income-tested care fee - Some people may have to pay an income-tested care fee. Whether you pay it, and how much of it you pay, is determined through a formal income assessment from Services Australia. If you have to pay this fee, there are annual and lifetime limits on how much you can be asked to pay.
- Additional fees - Any other amount you have agreed to pay for extra care and services that wouldn't otherwise be covered by your Home Care Package. You can read more about the fees, caps, and how to use your package funds on our Home Care Package costs and fees page.

## **St. Anna's Home Care Management Fees**

There are four levels of Home Care Package Management aligned with the Government Home Care Package levels. The different levels are based on need, at the higher end



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individual needs are greater and therefore require more hours of care and care planning by your St Annas team.

At all levels of Home Care Package management there are two components that make up the service, the first and most important is Care Coordination. Care Coordination covers the time involved to plan your care and services to ensure that your goals and needs are being met.

The second component is Package Management. This is defined by My Aged Care as the costs involved to administer your Home Care Package. This includes creating and mailing of monthly statements, paying invoices and ensuring services are compliant with quality standards.

The cost of Home Care Package Management has been split into these two components so that our pricing is easy to understand. These fees are shown in our Fee Schedule and will be discussed with you prior to commencing services.

## **What can I expect as a Home Care Package client with St Anna's Home Care?**

St Anna's is committed to supporting you to maintain your independence for as long as possible. As a Home Care Package client, you can expect:

- A dedicated team of experienced and knowledgeable staff including a dedicated Care Coordinator
- A personalised care plan developed with you to ensure your needs are being met. Your care plan will be reviewed on an ongoing basis to ensure any changes to your needs are identified.
- Clinical support. A registered nurse will be on hand to provide high level clinical support if you need it.
- The right advice and support. The aged care system can be complex. This is where your dedicated St Annas team can help by providing the right advice and guidance.
- No hidden fees or exit charges. Our fees and pricing are transparent, you will never be charged any hidden fees or costs.

When you choose St. Anna's Home Care you will be partnered with a dedicated Care Coordinator who will be your primary contact. Your Care Coordinator will work with you to create a care plan tailored to your needs. At St Anna's we understand that ageing is a journey and over time your needs and goals may change which is why we regularly review your Care Plan and update it as required.

Your St Anna's team are also highly skilled in planning for the future and can help with:

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- Planning clinical support and interventions to maintain your health and independence at home, including advance care and crisis management.
  - Working with your GP to provide the right care at home if you are unwell with tailored nursing care to assist you as your health needs change.
  - Planning support you may need if you have to go into hospital. This could be a planned hospital admission or support in the event of an unplanned emergency. Your St Anna's team will also work with you to ensure you have the right care at home following a safe discharge.

Your St Anna's team can also advise you on community resources and services that align with your care plan while ensuring your care is culturally appropriate if needed.

## **St Anna's Home Care General Information**

### **Privacy**

St. Anna's acknowledges our clients right to privacy. The Home Care Coordinators, carers, administration staff and any contractors involved in your care are expected to respect your privacy and maintain confidentiality. We also ask that you respect the privacy and confidentiality of our carers. You will be asked to complete a Consent to Private Information form upon commencement of services and at all subsequent care review consultations. You are able to withdraw your consent at any time for any reason. You are also able to access information by providing a written request to the Home Care Manager.

Your carer is asked not to provide you with their private phone numbers. If you require information or support, please contact your coordinator directly.

Our full "Privacy Policy" can be viewed on our website or you may wish to receive a paper copy, please ask one of our staff and they will be happy to provide you with a copy.

### **Emergencies**

During emergency situations, St. Anna's staff will phone 000 for assistance. All staff receive fire and emergency training and are first aid certified.

### **Cancellations and Rescheduling Services**

We understand that sometimes you may need to reschedule or cancel your visit, Unless in an emergency, we ask that you provide a minimum of 24 hours notice to cancel a scheduled visit. Cancellation charges may apply and are described in our Fee Schedule.

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If you are not home when the Care-worker arrives for your regular service, we have a strict procedure in place. If we are unable to make contact with you, we may be required to contact SA Police to investigate.

If you would like to alter or extend your scheduled visits, we ask that you contact a coordinator first, to ensure your staff availability and that package funds are available to provide additional services.

### **Food Safety**

Due to the South Australian Food Act 2001 and South Australian Food Regulations 2017, St. Anna's adheres to a Food Safety program to ensure that these regulations are followed. Staff are trained appropriately to ensure that when assisting with meal preparation in your home you can be assured that safe food handling is adhered to.

### **Money Handling**

St. Anna's has a strict money handling procedure and you will be asked to complete if you request staff to attend to shopping needs.

The Home Care Office does not handle cash, bank/credit cards, cheques etc. We ask that you discuss any needs related to handling money with a coordinator or the Finance Officer. The preferred method of any payments that may be required is Direct Debit.

If you are not able to manage your daily finances, St. Anna's can assist you to find a service that can.

Payment of any fees will be discussed at time of admission.

### **Personal Property and Insurance**

St. Anna's does not accept responsibility for any loss of your personal property. It is your responsibility to insure your personal belongings, e.g. jewelry, glasses, hearing aids, etc.

## **Work Health & Safety**

### **Environmental Safety**

St. Anna's strives to create a safe environment for clients and staff. Responsibility lies with all to achieve this. Potential and real hazards or risks will be assessed during intake by a coordinator and reviewed annually and as required. Any identified concerns will be managed appropriately to ensure the delivery of safe, appropriate care. If carers identify any hazards during their visits, they will inform a Coordinator directly and complete the

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appropriate documentation to ensure action will be taken. Alternatively, you are welcome to complete a hazard form (Orange form) and give to staff. Hazard forms are located in your Welcome Pack or available from staff or the office.

St. Anna's have policies and procedures regarding work, health and safety.

In the interests of such, we ask that you please understand:

- Heavy items of furniture can not be moved to vacuum or wash floors (fridge, couch etc)
- Carers can not climb furniture or ladders
- Domestic assistance services includes a broad range of supports designed to maintain the general cleanliness and hygiene of your home, as such light housework can only be completed. Carers can not clean external windows, gutters, drains or curtains etc – if you require a more thorough spring clean or heavy duty requirements this can be arranged with an appropriate contract cleaner.
- St. Anna's provides cleaning products to use within the home however we ask that clients provide suitable equipment such as a vacuum cleaner, mop and bucket, broom, etc. that are in reasonable condition and good working order.

## Equipment

St. Anna's are able to support you to remain at home safely and independently. This may mean purchasing assistive equipment or technology through your package. A coordinator will identify and assess any equipment you currently have and review this annually and as required to ensure it is in safe, working order and appropriate for you.

St. Anna's are **not responsible** for any **repairs, servicing or replacement** of any equipment purchased throughout the Home Care Package **for any damages** sustained to equipment, **accidental or purposeful, outside of that client's package funds**.

Upon discharge from the Home Care Package program, **the client is wholly responsible** for all **maintenance, servicing and repairs** of all equipment purchased throughout that client's home care package out of their own funds.

St. Anna's reserves the right to decline the purchase of any equipment that goes **against the approval or referral** of a Registered Nurse, Physiotherapist, Occupational Therapist or General Practitioner.

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St. Anna's will engage with appropriate clinicians to assess your needs and make recommendations for any specific mobility equipment, care, devices or home modifications. These recommendations will be discussed with you and you will have the choice to either accept or decline.

### **Maintenance**

St. Anna's will support you to maintain your home to an appropriate level of safety and security. If any item requires maintenance, we ask that you bring it to the attention of staff for assessment.

St Anna's does not accept responsibility for the maintenance of clients' personal furniture or effects, or for loss or damage to these items.

### **Pets**

Whilst we are all animal lovers – sometimes the behaviour of our pets can be unpredictable when a new person is coming into our home. we ask that any pets other than assistive and/or therapy animals are secured while staff are in your home.

### **Smoking**

In the interest of the health and comfort of our staff, we ask that if you are a smoker, you refrain from doing so when they are visiting you.

St. Anna's can provide assistance to clients who wish to address their tobacco smoking, including the provision of information, advice and referral to support services.

## **Your Health & Wellbeing**

### **Deteriorating Health**

It is important for us all to recognise changes and potential deterioration in your health. Please inform staff if you have any health concerns, including any changes you have noticed. Recognising signs of deterioration is important because we need to discuss this with you and/or your representatives. We may need to let your doctor know so that they can provide recommendations.

### **Medication Administration and Management**

If you require support with your medication a medication care plan will be developed with you. St. Anna's requires medications to be packed in an appropriate dose administration device and a current medication authority from your GP prior to the administration of any

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medications, this also refers to over the counter medications and vitamins or supplements. Medications not listed on the authority will not be administered. Please discuss any matters regarding medication with a coordinator.

### **Specialised Services**

Physiotherapy, Podiatry and other specialised services are available following assessment of consumers' needs and/or referral by a doctor.

### **Palliative Care**

Discussing end of life decisions is often difficult and a sensitive approach is taken regarding this. Staff at St Anna's aim to give quality care so that comfort and dignity are maintained. As part of the care planning process, consumer/client, family/family representatives and/or carers will have the opportunity to discuss their wishes, or may choose to discuss them at a later date. Preferences for future care options and treatment is important. St. Anna's has experienced qualified nursing staff to provide care at this time and can arrange palliative care services. Information and support is available to clients and family throughout this time and. We encourage all consumers to seek legal advice and prepare an Advanced Care Directive.

### **Doctors**

Upon admission St. Anna's Home Care will ask your GP to share a copy of your medical history with your consent. This will allow the coordinator to assess your specific care needs.

### **Ambulance Service**

It is strongly recommended that consumers have Ambulance cover in case emergency transport to hospital is required. St. Anna's will not be responsible for any Ambulance costs.

### **Medical Benefits**

Consumers are strongly advised to maintain membership of a Medical Benefit Fund in case of emergency admission to a private hospital or the need for rehabilitation services

### **Medical Appointments**

If family is unable to escort a consumer to a medical appointment please discuss with a coordinator as soon as possible and we can arrange transport and/or an escort.



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## Outbreaks

We ask that you notify a coordinator if you are feeling unwell or are experiencing signs or symptoms of an infectious disease. This may include, but is not limited to gastroenteritis and influenza. Clients who have identified as exhibiting signs and symptoms of an infectious disease will continue to receive regular services however during the identified period of caution, or quarantine, St. Anna's will utilise additional infection control precautions as required.

## Infection Control

You are required to tell us if you have any infectious risks such as a **Multi-Resistant Organism** or other reportable infections including – **Covid -19, Influenza, Gastroenteritis** or **Scabies**, etc. This is so that you care workers can be best protected when coming into your home to look after you. St. Anna's promotes vaccinations against preventable illnesses such as influenza. In 2021 and 2022, vaccinations against influenza and covid-19 became mandatory for all aged care workers in the community which we stringently comply with and promote to ensure we support the health and wellbeing of our clients, staff and the community.

## Incidents

We ask that all incidents and injuries such as falls, skin tears or bruises are reported to your Home Care Coordinator for investigation. Your Coordinator will talk to you, or your next of kin about the incident in order to strategize on how we can help stop it happening again. In some instances, we may speak to your GP about any concerns we have regarding bruises, rashes, or skin tears – in order to get the best care possible for you.

If your Coordinator is concerned about your immediate health status – a Care-worker may be instructed to ring 000, so we encourage you to have **ambulance cover**.

## Respite Care

St. Anna's Residential Care Facility offer a minimum of 14 days respite care up to the approved 63 days per financial year, and is available to people who have been assessed by the Aged Care Assessment Team (ACAT) as eligible for residential care respite services. Arrangements for this can be made by contacting our Executive Support Staff during business hours on 08 8346 0955.

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## Antimicrobial resistance

### Are you aware of Antimicrobial resistance?

Antimicrobial resistance (AMR) occurs when agents causing infection become resistant to treatments. AMR is a problem throughout the world, and has been called one of the 'biggest threats to human health'. The Australian Commission on Safety and Quality in Health Care (the Commission) has established the Antimicrobial Use and Resistance in Australia (AURA) Surveillance System as an important mechanism to inform strategies to prevent and contain AMR. The Australian Government has developed a strategy to address AMR. Part of this strategy involves monitoring AMR and the use of antimicrobials to help in the fight against AMR.

It is important to understand that it is not you, as an individual, that becomes resistant to antibiotics – it is the bacteria causing infection that become resistant. The more we use antibiotics, the more microbes are exposed to the medication. They then have the chance to develop methods of protecting themselves from the medication, which can persist over time. The microbes can then cause infection later, and sometimes spread to other people. Antimicrobial resistance results in medications becoming less effective at treating microbes. Eventually, they can no longer cure infections caused by these bacteria.

St Anna's is committed to the principles of Antimicrobial Stewardship, and its contribution to improving consumer care outcomes whilst mitigating adverse consequences, and reducing inappropriate antibiotic use.

You can help prevent antibiotic resistance by:

- Taking steps to avoid infections and prevent them from spreading.
- Understanding that antibiotics cannot treat colds and flu, because they are caused by viruses
- Telling your doctor you only want an antibiotic if it is really necessary
- Taking your antibiotics for as long as your doctor advises

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# Commencing Services

## St Anna's Home Care Welcome Pack

You will be provided with a St. Anna's Home Care Welcome Pack to keep.

Your Welcome Pack contains information, contacts and resources including;

- A Communication Book for correspondence between staff, yourself and others involved in your care, such as family and friends if you wish to use it
- Feedback Forms
- The Charter of Aged Care Rights
- ARAS Brochure – Aged Rights Advocacy Service Inc.
- Your Care Plan
- Your Budget
- Your Service Agreement

### On the Day of Your Admission

On the day of your admission into St. Anna's Home Care a Coordinator will discuss with you your personal care and social needs. At that time you are requested to provide the following:

- Pension, Medicare, Ambulance, Private Health and Safety Net cards
- Family doctor's name, address and contact number
- Copy of Enduring Power Of Attorney & Medical Power of Attorney
- Copy of Advanced Care Directive

The coordinator will then discuss your health, goals, care needs and preferences as well as your social history. An environmental assessment will be conducted and any support equipment you may have will be recorded.

The admission process can take 1-2 hours, so we request that anyone accompanying you is aware to keep their schedule open to allow us sufficient time for the admission process.

### Goals, Budgets and Services

Your coordinator will work with you to discuss your goals, needs and preferences and develop a regular schedule of services and a budget. These services will be developed in consultation with you and/or a chosen representative and reflect the support that you want or need to meet your goals. You will be provided with a copy of your support plan and budget.

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# How Can We Help You?

## Service Hours and Types of Support

St Anna's Home Care can provide support weekdays, weekends, after-hours and Public Holidays.

### The types of support we provide includes;

#### PERSONAL CARE

- Helping you shower and dress yourself safely and independently
- Assistance to manage continence needs

#### DOMESTIC DUTIES

- Keeping your home clean and tidy
- Laundry duties such as washing, ironing, folding, etc.

#### SOCIAL SUPPORT

- Taking you shopping, or doing your shopping for you
- Taking you out to medical or other appointments as required
- Helping you continue to participate with your community, religious or social engagements
- Emotional and social support – this can be just spending time with you over a cup of tea, or going out together to social functions or doing activities you love
- We also host events at St. Anna's residential facility that you are welcomed to attend
- St. Anna's can also provide Social Worker support services if required

#### MEAL PREPARATION

- Preparing nutritious meals with you or for you
- Organising a meal delivery service if required
- Assessment and review by qualified speech pathologists or dieticians if required

#### TRANSPORT

- If you require transport and/or assistance for any appointments outside of your usual service schedule, we ask that you provide us with at least 7 days notice to ensure availability.
- In-service travel is charged per Km – this rate can be found in our Fees Schedule.
- We do not charge for travel to you to provide services
- Staff vehicles are maintained regularly for safety and all drivers are licensed, insured and have appropriate insurance and registration

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- St. Anna's can provide you with cab charge vouchers if you would prefer to travel by tax. We can also assist in booking Access Taxis and accessing the Transport Subsidy Scheme.

### **GENERAL HOME GARDEN AND MAINTENANCE**

- Assistance with home and garden maintenance
- Home modifications
- Safety and security needs

### **EQUIPMENT**

- Assistive technology and equipment directly related to your care including mobility aids, beds, chairs,

### **ALLIED HEALTH**

- Podiatry
- Physiotherapy
- Occupational Therapy
- Speech Pathology
- Dietetics

### **CLINICAL NURSING CARE**

- Medication management and administration
- Clinical assessment
- Cognitive assessment, care and management
- Palliative care
- Wound care

## **Your Care Plan**

Your Care Plan specifies the support you will receive, and any particular requirements or preferences that your carer needs to know in order to provide high quality care for you. This Care Plan is reviewed by a Coordinator and yourself and/or chosen representative annually, if requested and in the event of a significant change in health or a package level upgrade. You may choose to participate or decline in this review.

A copy of your Care Plan will be provided to you within 14 days of commencement with St. Anna's.

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## Care Plan Consultation and Reviews

Care Plan Consultations take place with a coordinator and the client and/or their chosen representative. Clients have the right to make decisions about when family, friends and/or others are involved in their care. It is the choice of the client, whether or not they wish to involve others. Representatives will be invited at the direction of the client. Clients will be given every opportunity to communicate their decisions. Clients should at all times, be receiving care that is directed by them as far as possible.

Your Care Plan will be reviewed

- Annually or as required
- if there is a change in health status
- You receive a Home Care Package Level increase or directive of the consumer

(Reviews requested in addition to and/or prior to schedule may attract a fee which is outlined in our Fee Schedule.)

When the coordinator is working with you to develop your Care Plan they will need to understand the things that are important to you, what you want to achieve and how we can support you to achieve these goals. So please give this some thought so that we can ensure this information is in your Care Plan. What you want to achieve can be as big or small as you want it to be, it is about what is important to you. Of course, you are free to change your mind at any time or include new things.

## Home Care Service Agreements

You will be provided with a copy of your Service Agreement that outlines the conditions of the package of care that is being provided. We encourage you to read this agreement and seek clarification of any terms you do not understand. You can also seek advice from an independent aged care advocate or ask a family member or friend to go through it with you. You do not necessarily need to sign the Home Care Agreement for it to be in place. As long as there is mutual agreement between yourself (or chosen representative) and St. Anna's regarding the care and services to be delivered as part of the package, the agreement is considered 'in place'.

Your Service Agreement also contains a copy of the Charter of Aged Care Rights – an important document that acknowledges your rights. The Charter is for you, your service



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provider (us) and others involved in your care, such as your family and friends. It is a good idea to read the Charter all the way through. We will assist you to understand the charter and your rights. You can also seek advice from an independent aged care advocate. An additional copy of the Charter of Aged Care Rights is located in your Welcome Pack.

## Fees and Budgets

You will be provided with a copy of St. Anna's Home Care Fee Schedule in your Welcome Pack. This Schedule can be updated from time to time – You will be notified in writing prior to any changes in fees. Your Coordinator will discuss any fees you need to pay including contributions, exit fees and Income Tested Care Fees if applicable. St. Anna's Home Care Fee Schedule also contains costs that are payable for services including in transport Km charge, brokerage fees and late cancellation fees. You can find our Fee Schedule published on My Aged Care [www.myagedcare.com.au](http://www.myagedcare.com.au) as well as on our website [www.stannasagedcare.com.au](http://www.stannasagedcare.com.au)

Fees and service costs will be discussed with you prior to commencing services. You will be provided with an individual budget once your service schedule is complete. Services provided afterhours, on weekends and Public Holidays attracts a higher service charge. If your regular service falls on a Public Holiday, a Coordinator will contact you to ask if you would like to reschedule the service. Our coordinators will work with you to ensure your care needs are financial sustainable to your package, assist you with additional support services such as CHSP and apply for any supplements you may be eligible for.

You will receive a monthly statement that shows your subsidy, fees, service expenses and package balance. If you are making a daily contribution or have an Income Tested Care Fee, you will be provided with an invoice each month also. You can pay this by direct debit, centrepay or cheque. If you would like more information on how to best pay your bill or you have any financial queries, please don't hesitate to ring St. Anna's and ask to speak to our Finance Officer.

## Spending Inclusions and Exclusions

The Home Care Package Program is designed to provide a mix of services and supports that are customised to meet the individual care needs and goals of each eligible person. The supports and services required are determined through care planning. St. Anna's must act in compliance with all relevant State, Territory and Australian Government laws

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in regards to Home Care spending. Care and services included in the care plan that will be purchased using the package budget should be drawn, for the most part, from the legislated inclusions, and must not include any legislated exclusions. Information about inclusions and exclusions can be found on page of this Information Guide. Your coordinator can also assist you in understanding any decisions regarding Home Care Package spending.

## **When You Can Suspend Your Service**

Details of leaving the package are described in your Service Agreement. You may suspend the Services you usually receive on a temporary basis if you go into hospital, respite care or transitional care. You can also take social leave for holidays or other breaks. We may continue to charge Care Management Fees and Package Management Fees from your Package Funds while your Services are suspended.

## **When St. Anna's Can Suspend Your Service**

We may suspend your Services (in full or in part) if: you do not meet your responsibilities under this Agreement including, but not limited to, your obligation to pay your Assessed Contribution;

your conduct towards our personnel and/or access to your Home poses an unacceptable risk to the health, safety and/or the wellbeing of personnel or others; or

(c) for any other reason we are entitled or obliged to suspend Services under the Aged Care Act or we need to do so to respond to an event beyond our control and during that time we discharge our obligations under the Aged Care Act.

(2) If we suspend your Services:

(a) we will only recommence providing Services if the events giving rise to the suspension are addressed to our satisfaction; and

(b) you will be required to continue making payments to us, as if Services had been suspended by you.

(3) If you or we are not satisfied with the basis upon which Services are to recommence after a period of suspension, you or we may terminate this Agreement in accordance with clause D12

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# Transferring Providers or Exiting your Home Care Package

Once receiving a package, you can change providers if you are looking for a better fit, or for any other reason. If you decide to make a change, your unspent Home Care funds (less any exit amount as agreed in the Home Care Agreement) will move with you to your new provider.

You must notify St. Anna's that you no longer wish to receive care and agree on the date that services will cease and also advise St. Anna's who their new provider will be to ensure a smooth transition.

Your Home Care Package will be unassigned if you move into permanent residential aged care or pass away. You or your chosen representative will be contacted to discuss finalising your Home Care Package, including the return of any unspent contributions.

You can find further information about transferring and exiting in your Service Agreement, by contacting your coordinator or through My Aged Care.

## Choice and Cultural Safety

### Choice

We believe in a client's right to make informed choices, understand their options and be as independent as they please. St. Anna's strives to provide you with genuine options that support choice, involve and listen to and respect your voice, and communicate with you about your choices.

The information that we provide to you, will be current, accurate and timely; communicated in a way that is clear, easy to understand, and enables you to exercise choice.

### Dignity of Risk

Clients will be supported to exercise choice and independence when it comes to making decisions about their own care, the way care and services are delivered, and to participate in all activities of their choice. This includes any activity where there may be an element of personal risk. St. Anna's will not deny your choices. In the case

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of risk, we will inform you of potential harm and collaborate with you to find a solution that will help you live the way you choose. Staff will need to be aware of such activities so we can ensure your safety and give you support as you need.

### **Cultural Safety**

At St. Anna's, we place the utmost importance on understanding your culture, acknowledging your unique differences, and being actively aware and respectful of these differences in planning and delivering care and services.

### **Spiritual or Religious Needs**

Clients should inform staff of any spiritual or cultural practices they wish to adhere to and staff will support and respect these needs.

### **Inclusiveness**

St Anna's Home Care is committed to ensuring all people of diverse gender, sexuality, religion, ability, culture or ethnicity feel safe, included and respected. We are committed to ensuring equitable access to high-quality, culturally appropriate care for all people. This includes the provision of services to people that recognise and affirms their values, practices and communities.

## **Client Engagement**

### **Focus Groups**

Our team here at St Anna's Home Care are proactive in forming Focus Groups giving our clients opportunities to share ideas and provide input into continuous improvement and special events.

### **Consumer Review**

St. Anna's endeavors to consult with clients about our service and values their opinions. We may at times ask if you would like to take part in a Consumer Review. These reviews give our clients the opportunity to participate in and provide constructive feedback regarding documents, services and continuous improvement. You may notice documents with the Consumer Reviewed stamp on them – this means that our clients have participated in and contributed to the development of that document – this information guide for example.

### **Surveys**

St. Anna's regularly conducts client surveys about a variety of topics. These surveys can be done over the phone or in person and respondents can remain anonymous if they choose.

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We also ask clients to participate in an annual client satisfaction survey. It is essential for St Anna's to measure satisfaction, to make decisions and changes alongside our clients to continue to improve our care and services.

### **Social Activities**

Consumers are encouraged to maintain their normal community contacts and attend activities. Staff are able to assist as needed so please discuss these activities with a coordinator.

## **Feedback and Complaints**

St. Anna's Home Care are committed to providing safe, quality care and services to our clients. Open disclosure is the open discussion that an aged care provider has with people receiving aged care services when something goes wrong that has harmed or had the potential to cause harm to a person receiving aged care service. St Anna's is committed to this form of partnership and engagement with clients to ensure their safety, health and wellbeing is at the center of planning, delivering and evaluating their care.

In order for us to provide the best possible care and services, we rely on your feedback to help us learn about ways in which we can improve any issues or suggestions that impact you. We aim to promote an environment that is safe and comfortable for all to raise feedback and concerns. All feedback is treated with respect, confidentiality and sensitivity.

Feedback can be provided in many ways. You are more than welcome to complete a yellow feedback form – these forms are placed throughout the facility. You may wish to speak in person to, via email, phone call – our team are always available to address your concerns and feedback. We will address any concern as soon as possible and we will work together to work with you to find the best resolution using an open disclosure process. It is important to note that you are welcome to contact an Advocacy service at any stage of the complaint. They may offer help, assist you with the process, or advocate by acting on your behalf.

### **Advocacy Services**

There are services available to help you address your concern. Any advocate will provide support to assist you at any stage of the complaint process. It is a free, confidential service. The contact information is as follows:

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### **Older Persons Advocacy Network - 1800 700 600**

It may also be important for you to have access to a translator, in which instance we are happy to arrange one for you. Alternatively, you can contact the service below, and ask them to contact us.

### **Translating and Interpreting Service (TIS) – 131 450**

If you are not satisfied with the outcome of your concern with us directly, you are welcome to contact the Aged Care Quality and Safety Commission to address your concern. If you require a copy of Abuse of Older People Policy, please contact our office

### **Aged Care Quality & Safety Commission – 1800 951 822 ([agedcarequality.gov.au](http://agedcarequality.gov.au))**

## **Complaints Procedure**

We ask that, where appropriate, you first raise the matter directly with a member of our workforce. If that is not appropriate or the issue was not addressed to your satisfaction, please contact our Complaints Manager on 08 8346 0955 or at [Amandab@cubs.org.au](mailto:Amandab@cubs.org.au).

If you have been unable to resolve a matter informally, or simply wish to make a formal complaint you can do so by any of the following means:

1. Sending an email to [admin@cubs.org.au](mailto:admin@cubs.org.au) or [amandab@cubs.org.au](mailto:amandab@cubs.org.au)
2. Writing a letter to St Anna's Residential Aged Facility and Home Care Services addressed to "The Complaints Manager"
3. Telephoning St Anna's Home Care and asking to speak to the Home Care Manager or delegates

All formal complaints will be logged into our online complaints management system and managed in accordance with the following complaints handling process.

**Step 1** - All complaints are logged through our online complaints management system where they are screened by one of our Complaints Officers.



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**Step 2** – All formal complaints will be acknowledged in writing, as soon as practicable, and allocated a status, priority and target resolution date. It is our policy, where possible, to resolve all disputes within 14 days.

**Step 3** – The assigned Complaints Officers will, where appropriate, conduct an investigation into the issues raised, following principles of procedural fairness, and make a determination.

**Step 4** - Following the determination, if appropriate, the Complaints Officers will formulate a resolution and provide a written response to the complainant. The matter will be closed if this response is accepted.

**Step 5** - If the initial response is not acceptable the matter will be reviewed internally by the CEO or their delegate, who may seek additional information or submissions from the relevant parties. The CEO or their delegate seek to resolve all disputes within 14 days from the date that the review process is initiated. The matter will be closed if the response of the CEO, or their delegate, is accepted.

**Step 6** - All complaints received will be entered into our Complaints Register and, where appropriate, a corrective action request will be made to address any underlying processes which the complaints investigation revealed may require improvement.

**Step 7** - If the matter remains unresolved, the complainant may pursue external resolution alternatives

## Continuous Improvement

St. Anna's is committed to Continuous Improvement. However, involvement of all is needed to achieve this. Surveys are provided to clients and representatives to gain consensus to enable improvement to occur. Please take the time to complete these surveys and if assistance is needed, staff are willing to help. At times, working parties are established to explore issues and you may be invited to be involved. Feedback forms and brochures are available in your Welcome Pack, at the Home Care Office or ask for additional forms from carers who will be able to bring you some. We encourage you to use these to provide feedback. This may be a suggestion, complaint, concern or compliment. Advocacy services and external complaints services brochures are located within your Welcome Pack as well as the Home Care Office.

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# St. Anna's Values

## Mission Statement

The Croatian, Ukrainian and Belarusian Aged Care Association of South Australia Inc. strives to be a leading accredited provider of culturally sensitive and dedicated Aged Care services primarily for the Croatian, Ukrainian and Belarusian ethnic communities.

## Corporate Goals

- An aged care facility professionally managed by dedicated, multi-skilled, trained staff
- A facility which provides holistic aged care in a cheerful, harmonious yet private environment identifying individual needs and thus maximising individual's independence and dignity
- To identify, access and utilise the specific needs, skills, knowledge, cultures, language and resources within the wider community to ensure all services are culturally and linguistically and spiritually appropriate
- To encourage a harmonious relationship between the ethno-specific communities and the wider community
- To advocate on behalf of individuals and groups within the community who are elderly and primary from non-English speaking backgrounds
- To accept we have a responsibility to ourselves, the Croatian, Ukrainian and Belarusian Communities and the wider community

## Corporate Beliefs

- The rights of all individuals to maintain, develop, express and share their cultural heritage
- The right to privacy, dignity and confidentiality where people have the right to make choices
- Providing a safe and caring environment, free of harassment and discrimination on the basis of race, ethnicity, religion, language, culture and socio-economic status
- Understanding, appreciation and valuing diversity and the benefits it brings
- Being innovative and changing for the better

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# Charter of Aged Care Rights

I would like to take this opportunity to remind clients about the **Charter of Aged Care Rights**. You have a right to be looked after properly, treated well and given high quality care and services. To make sure that you get the best care, all service providers for Home Care have responsibilities and must meet certain standards.

The Charter of Aged Care Rights acknowledges your rights. It is a good idea to read the Charter all the way through. If you do not understand what it means or how it applies to you, you can ask myself or seek advice from an independent aged care advocate or ask a family member or friend to explain.



Australian Government  
Department of Health

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## Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

**I have the right to:**

- 1. safe and high quality care and services;**
- 2. be treated with dignity and respect;**
- 3. have my identity, culture and diversity valued and supported;**
- 4. live without abuse and neglect;**
- 5. be informed about my care and services in a way I understand;**
- 6. access all information about myself, including information about my rights, care and services;**
- 7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;**

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8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
  9. my independence;
  10. be listened to and understood;
  11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
  12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
  13. personal privacy and to have my personal information protected;
  14. exercise my rights without it adversely affecting the way I am treated.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on 1800 700 600 or visit [opan.com.au](http://opan.com.au), for support to raise your concerns, or
- contact the Aged Care Quality and Safety Commission on 1800 951 822 or visit its website, [agedcarequality.gov.au](http://agedcarequality.gov.au). The Commission can help you resolve a complaint about your aged care provider.

***If you would like this information in your preferred language, please contact your Home Care Coordinator.***

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# Aged Care Quality Standards

On 1 July 2019, the Quality Standards came into effect. They apply to all Australian Government subsidised aged care services. The Quality Standards clearly define what good aged care should look like.

The Quality Standards make it easier to check that people receive good care. Good care is not about 'ticking boxes'. It's about them caring for you and your individual needs. There are eight standards, and each one is about an aspect of care that contributes to your safety, health and wellbeing. The graphic shows you which part of your care these standards relate to, or you can see the list below:

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

If you would like any further information regarding our organisation, or the services we provide, please contact us during business hours on (08) 7078 6382, or via email [Homecare@cubs.org.au](mailto:Homecare@cubs.org.au)

***We look forward to assisting you in every way possible, to ensure you enjoy your time with St. Anna's Home Care.***



# Aged Care Quality Standards

[agedcarequality.gov.au](http://agedcarequality.gov.au)



**Standard 1 Consumer outcome** I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.



**Standard 2 Consumer outcome** I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.



**Standard 3 Consumer outcome** I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.



**Standard 4 Consumer outcome** I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.



**Standard 5 Consumer outcome** I feel I belong and I am safe and comfortable in the organisation's service environment.



**Standard 6 Consumer outcome** I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.



**Standard 7 Consumer outcome** I get quality care and services when I need them from people who are knowledgeable, capable and caring.



**Consumer outcome** I am confident the organisation is well run. I can partner in improving the delivery of care and services.



*Home Care Services and Exclusions*  
Quality of Care Principles 2014

## Schedule 3—Care and services for home care services

Note 1: See section 13.

Note 2: The care and services specified in this Schedule are to be provided in a way that meets the Home Care Standards specified in Schedule 4 (see subsection 13(5)).

### Part 1—Care and services

#### 1 Care services

The following table specifies the care services that an approved provider of a home care service may provide.

Care services		
Item	Column 1 Service	Column 2 Content
1	Personal services	Personal assistance, including individual attention, individual supervision and physical assistance, with: (a) bathing, showering including providing shower chairs if necessary, personal hygiene and grooming, dressing and undressing, and using dressing aids; and (b) toileting; and (c) dressing and undressing; and (d) mobility; and (e) transfer (including in and out of bed).
2	Activities of daily living	Personal assistance, including individual attention, individual supervision and physical assistance, with communication including assistance to address difficulties arising from impaired hearing, sight or speech, or lack of common language, assistance with the fitting of sensory communication aids, checking hearing aid batteries, cleaning spectacles and assistance in using the telephone.
3	Nutrition, hydration, meal preparation and diet	Includes: (a) assistance with preparing meals; and (b) assistance with special diet for health, religious, cultural or other reasons; and (c) assistance with using eating utensils and eating aids and assistance with actual feeding, if necessary; and (d) providing enteral feeding formula and equipment.
4	Management of skin integrity	Includes providing bandages, dressings, and skin emollients.
5	Continence management	Includes: (a) assessment for and, if required, providing disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances and enemas; and (b) assistance in using continence aids and appliances and managing continence.
6	Mobility and dexterity	Includes:

- (a) providing crutches, quadruped walkers, walking frames, walking sticks and wheelchairs; and
- (b) providing mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, and pressure relieving mattresses; and
- (c) assistance in using the above aids.

## 2 Support services

The following table specifies the support services that an approved provider of a home care service may provide.

Support services		
Item	Column 1 Service	Column 2 Content
1	Support services	<p>Includes:</p> <ul style="list-style-type: none"> <li>(a) cleaning; and</li> <li>(b) personal laundry services, including laundering of care recipient's clothing and bedding that can be machine-washed, and ironing; and</li> <li>(c) arranging for dry-cleaning of care recipient's clothing and bedding that cannot be machine-washed; and</li> <li>(d) gardening; and</li> <li>(e) medication management; and</li> <li>(f) rehabilitative support, or helping to access rehabilitative support, to meet a professionally determined therapeutic need; and</li> <li>(g) emotional support including ongoing support in adjusting to a lifestyle involving increased dependency and assistance for the care recipient and carer, if appropriate; and</li> <li>(h) support for care recipients with cognitive impairment, including individual therapy, activities and access to specific programs designed to prevent or manage a particular condition or behaviour, enhance quality of life and provide ongoing support; and</li> <li>(i) providing 24-hour on-call access to emergency assistance including access to an emergency call system if the care recipient is assessed as requiring it; and</li> <li>(j) transport and personal assistance to help the care recipient shop, visit health practitioners or attend social activities; and</li> <li>(k) respite care; and</li> <li>(l) home maintenance, reasonably required to maintain the home and garden in a condition of functional safety and provide an adequate level of security; and</li> <li>(m) modifications to the home, such as easy access taps, shower hose or bath rails; and</li> <li>(n) assisting the care recipient, and the homeowner if the home owner is not the care recipient, to access technical advice on major home modifications; and</li> <li>(o) advising the care recipient on areas of concern in their home that pose safety risks and ways to mitigate the risks; and</li> <li>(p) arranging social activities and providing or coordinating transport to social functions, entertainment activities and other out-of-home services; and</li> <li>(q) assistance to access support services to maintain personal affairs.</li> </ul>

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**Support services**

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Item	Column 1 Service	Column 2 Content
2	Leisure, interests and activities	Includes encouragement to take part in social and community activities that promote and protect the care recipient's lifestyle, interests and wellbeing.

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### 3 Clinical services

The following table specifies the clinical services that an approved provider of a home care service may provide.

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**Clinical services**

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Item	Column 1 Service	Column 2 Content
1	Clinical care	Includes: (a) nursing, allied health and therapy services such as speech therapy, podiatry, occupational or physiotherapy services; and (b) other clinical services such as hearing and vision services.
2	Access to other health and related services	Includes referral to health practitioners or other related service providers.

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## Part 2—Excluded items

### 4 Items that must not be included in package of care and services

The following table specifies the items that must not be included in the package of care and services provided under section 13.

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**Excluded items**

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Item	Column 1	Column 2
1	Excluded items	The following items must not be included in the package of care and services provided under section 13: (a) use of the package funds as a source of general income for the care recipient; (b) purchase of food, except as part of enteral feeding requirements; (c) payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent; (d) payment of home care fees; (e) payment of fees or charges for other types of care funded or jointly funded by the Australian Government; (f) home modifications or capital items that are not related to the care recipient's care needs; (g) travel and accommodation for holidays; (h) cost of entertainment activities, such as club memberships and tickets to sporting events; (i) gambling activities; (j) payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme.

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**St. Anna's**  
Residential & Home Care