

Community Aged Care Handbook



Together we change lives.

ANGLICARESA

Retaining independence together.

Aged care that
changes lives.

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Welcome

We are delighted to welcome you to AnglicareSA.

AnglicareSA is an inclusive organisation and we welcome and respect people from diverse backgrounds and will work with you to ensure our services are personalised to your needs and culturally safe.

This booklet aims to provide you with information about your Commonwealth Home Support Program, Home Care Package Program, Transition Care Program and Privately Funded services and an outline of our processes so that you are informed and feel welcomed into the AnglicareSA community.

We will work with you to provide care and services supporting your independence at home and in the community, enhancing your quality of life.

We see you and hear you. We work with you. Because together we change lives.

Our partnership with you

At AnglicareSA Community Aged Care, we understand that staying strong and active is important to all of us as we age. With the support of our dedicated health and aged care professionals, you can continue to live your life to the full, embracing life with the confidence to be active and independent in your own home.

Our team are committed to understanding your wishes and needs now and into the future and will partner with you to provide the best care and services available to meet your specific needs.

If your needs change, our caring and professional team will be there for you to tailor the support and services you receive to keep you living the way you want.

Our values and behaviour

AnglicareSA has been providing support to the South Australian community since 1860, during which time we have worked tirelessly in partnership with the community to make a positive difference to the lives of everyday South Australians.

In working with people's strengths and overcoming challenges, we create stronger, healthier and happier communities.

The strength of AnglicareSA is built on a foundation of common beliefs and values, along with a common purpose and a shared vision for the future. We are all guided by the five values of:

- **Compassion**
- **Integrity**
- **Stewardship**
- **Equity**
- **Servant Leadership**

These underpin everything we do – our expectation of each other, our work with you and our support for the community.

Our values and behaviors are not simply words on a page rather, we live them every day. In doing so, we move ever closer to the shared vision of Justice, Respect and Fullness of Life for All.





How do I get in touch?

You can chat with our customer service team between the hours 7:00am - 5:00pm Monday to Friday.

phone: 1800 317 009

email: homecare@anglicaresa.com.au OR

healthandwellness@anglicaresa.com.au

visit: www.anglicaresa.com.au

What are Health & Wellness Services?

Staying strong, healthy and active is the secret to ageing well and having great fun in the process. Our Health & Wellness Services are designed to support you to live life to the full and feel your best at any age.

AnglicareSA's wide range of Health & Wellness Services include:

- Physiotherapy
- Occupational therapy
- Podiatry
- Custom orthotics
- Exercise physiology
- Massage

We also offer a wide variety of wellness and exercise groups that cater for all tastes and cover:

- Hydrotherapy
- Pilates
- Clever thinkers – for a bit of brain training
- Falls and balance classes
- Strength and fitness classes
- Living well with arthritis

What is Transition Care Program?

What the service offers

The Transition Care Program provides short term rehabilitation to eligible older people in their home following a hospital stay. The in-home program assists with the transition out of hospital and provides a package of care to restore the independence and quality of life of older people.

The program can provide a customised range of services that could include:

- Nursing
- Physiotherapy
- Occupational therapy
- Personal care
- Domestic assistance

Who can access the service

To be eligible an older person needs to be:

- in hospital and with an imminent discharge date
- motivated to engage in the rehabilitation process
- willing to have an assessment by the Aged Care Assessment Team (ACAT) to see if they are eligible to be part of the Transition Care Program.

Steps on how to access the service

If an older person feels they would benefit from a potential Transition Care Program following their hospital stay, they are encouraged to discuss this with the hospital discharge staff. Discharge staff will need to organise for an ACAT assessment to take place to confirm eligibility.

Contact us on 1800 317 009 or email us at agedcare@anglicaresa.com.au to receive advice tailored to your situation.

What are Home Care Services?

With our help, your home life could be made a little easier to give you peace of mind and enable you to do more of the things that really matter to you. Our trained support team can help you achieve this with services including:

- personal care services such as support with showering
- assisting usual activities of day to day life like; cleaning, grocery shopping and meal preparation
- social support via a network of social groups and a diverse choice of activities
- individual social support
- nursing care
- transport
- gardening services.

If your needs are once-off or occasional, we're here to help with:

- modifications to your home
- home maintenance
- equipment.

All our Home Care support services can be accessed through:

- Commonwealth Home Support
- Home Care Packages
- Privately Funded

What is the Commonwealth Home Support Program (CHSP)?

The CHSP provides small amounts of entry-level support to assist older people aged 65 years and over (50 years and over for Aboriginal and Torres Strait Islander people) to remain living at home and in their community. The CHSP funds domestic assistance, transport, personal care, home maintenance, individual social support, nursing and allied health.

We are also able to provide supports through prescription and funding of equipment and assistive technology. CHSP services may be short-term, intermittent or ongoing. The program places a strong focus on activities that support independence and social connectedness and take into account each person's individual goals and choices.



What is a Home Care Package (HCP)?

A Home Care Package provides coordinated care and services that help older South Australians to live safely and independently in their own home for as long as it is safe and appropriate to do so.

Contact My Aged Care on 1800 200 422 or www.myagedcare.gov.au to arrange an assessment with the Aged Care Assessment Team (ACAT).

After your assessment, ACAT will inform you of the level of care you are eligible for.

You will receive a letter from My Aged Care informing you that a package has been assigned to you. Call AnglicareSA on 1800 317 009 to arrange for a Coordinator to meet with you to develop your goals, care

plan and budget. Our Coordination team will be in regular contact with you to manage your services so they continue to meet your ongoing needs.

What are Privately Funded Home Care Services?

AnglicareSA offer a large range of services outside of Government funded programs. You can tailor your own Privately Funded Home Care Services, to provide flexible support to meet your individual needs and you can pay as you require them. You can opt for regular and ongoing support or a once off service.

Your privacy

AnglicareSA Ltd (ABN 68 187 578 153) is subject to the Australian Privacy Principles under the Privacy Act 1988.

AnglicareSA is collecting your personal information in accordance with our Privacy Policy, the Act and related legislation so that we can provide, offer, and administer our services, or otherwise as permitted by law.

If you do not consent to us collecting and using all, or some of your personal information, this may impact our ability to provide you with the services you need.

The information will only be accessed by authorised AnglicareSA employees or representatives. The personal information you provide will not usually be disclosed to third parties, unless you have given us permission or we are authorised or required by law.

In some cases, AnglicareSA may disclose personal information overseas to develop or implement software systems or host website servers in compliance with the requirements of the Act.

Our external Privacy Policy provides further detail on how AnglicareSA collects, uses, and discloses personal information. The Policy is available at www.anglicaresa.com.au/privacy.

If you need to contact AnglicareSA regarding privacy issues or concerns, please email privacy@anglicaresa.com.au.

Payment of fees

Be assured that AnglicareSA takes every security precaution to protect your financial information.

HCP customers

If you have a Home Care Package with AnglicareSA you will receive a statement approximately two weeks from the end of each month, providing a summary of your care fees and charges and your direct debit payment for your records. Your income tested fee will be debited from your nominated bank account each month if applicable.

CHSP customers

Service co-contributions for domestic assistance, transport, personal care, home maintenance, individual social support, nursing will be automatically debited from your nominated bank account each month.

Privately Funded Home Care Service Fees

If you are booking services as a privately funded customer, you will receive a statement approximately two weeks from the end of each month, providing a summary of your care fees and charges and your direct debit payment for you records.

Health and Wellness Services Fees

CHSP customers: Please arrange payment of the co-contribution for all in-clinic services at the time of service. Our preferred method of payment is bank or credit card.

Privately Funded customers: Payment is required at the time of services. Our preferred method of payment is bank or credit card.

Home Care Package customers: Invoices will be sent directly to your home care package provider if you have Home Care Package funding.

Need to reschedule a service?

We understand that life is busy and sometimes you may need to reschedule an appointment. That's fine, simply call 8151 4935 at least 24 hours prior to your scheduled service and our team will work with you to organise an alternative time for that service.

Charges will apply if you fail to notify us within the timeframe stated.

Cancellation fee

Any cancellation or variation no later than 24 hours of a scheduled service will incur a cancellation fee of 100% of the cost of the service.

If you are not present at the scheduled time of the in-home service and have not notified AnglicareSA, you will be charged 100% of the cost of the service.

Where services are booked through an externally brokered service, the applicable cancellation conditions and charges may vary and will be subject to the terms and conditions of the other organisation.

Public holiday policy

AnglicareSA does not deliver services to CHSP customers on a Public Holiday. If a service that you receive falls on a Public Holiday, it will be automatically cancelled, and you will not be charged for the service.

For HCP customers, your **essential services** will continue to be delivered on a public holiday. All non-essential services will be rescheduled to an alternate day by your customer service team.

Changing needs or details

Everyone's busy and life brings unexpected changes, that's why it's so important to stay connected.

If your personal circumstances change and/or details change, please let your customer service team know straight away so that we can update our records and/or review the best way to support your changing needs. That way, we can continue to support you to live the way you want.

Our professional team will conduct, as a minimum, an annual review of the services you receive to ensure we are meeting your care needs and personal goals and supporting you to live well at home.

Safety

Elder abuse

One in 20 older Australians experience some form of abuse from someone they trust, who is often a member of their own family. This abuse can be financial, emotional, physical and even sexual.

Elder abuse can include:

- intimidation, humiliation or harassment
- stopping you from seeing family or friends
- skimming pension money
- misusing Enduring Power of Attorney by taking money or property
- denying access to or control of their own money
- neglecting physical, medical or emotional needs
- slapping, hitting, pushing or restraint.

Take action if you are concerned and contact the Adult Safe Guarding Unit for confidential support on 1800 373 310.

Fire danger season

When summer approaches, so too does the Fire Danger Season and with it, the risk of Extreme Heat and Heatwaves. Your safety and the safety of our team are of paramount importance. That's why we recommend you familiarise yourself with the relevant information about the Fire Danger Season and follow our protocols about Extreme Heat and Heatwaves.

Telecross Redi

For anybody who may be worried about themselves or a family member, friend or neighbour at risk, we encourage you to register with Red Cross Telecross service.

To register, phone 1800 188 071 and a Red Cross Volunteer will phone and check on the person's wellbeing and provide practical

advice about how to keep safe during Extreme weather conditions.

The service is available throughout the state and includes country and metropolitan residents.

Bushfire preparedness: Bushfire Survival Plan

The Fire Danger Season generally runs from November through to April, although these dates may change due to seasonal conditions.

During the Fire Danger Season restrictions are placed on lighting fires to reduce chances of large fires starting. These restrictions are escalated when a Total Fire Ban Day is declared.

If a High/Extreme Fire Danger Rating is announced, AnglicareSA will review your in-home services in the first instance and/or cancel the service based on CFS advice. If Catastrophic Rating is announced, AnglicareSA will immediately cancel the service.

When it is identified that you may require essential services, your Coordinator will work with you to develop a plan identifying the essential services you require and strategies for managing your care during the period of High, Extreme or Catastrophic Fire Danger.

There are a number of Fire Ban Districts in South Australia – to find out which district you live in, if you need a Bushfire Plan, the Fire Danger Season dates and specific restrictions for your district, please visit www.cfs.sa.gov.au or call the Bushfire Information Hotline on 1800 362 361 for more information.

What happens when a High, Extreme or Catastrophic Fire Danger Rating is announced?

- Where indicated a member of our team will contact you on the day that the High, Extreme or Catastrophic rating is announced to let you know of the danger rating and to advise that services have been suspended where required.
- If we are unable to contact you, we will contact your next of kin or representative and ask them to contact you to advise you that your services have been cancelled and to contact us to reschedule the service for another day and time.
- If you are planning to leave your home for a High, Extreme or Catastrophic rating day, please advise your Coordinator.

Extreme heat or heatwave

Heatwaves are more than just hot weather. When it is hot during the day and it doesn't cool down at night, it's very hard for your body to cool itself down.

Heatwaves have various ratings from Low Intensity to Extreme. If a Heatwave rating of Extreme is announced by the State Emergency Service, AnglicareSA will enact the following protocols and service restrictions;

- personal Care will continue as planned
- meal preparation/cooking will continue, however use of the stove and oven will be limited
- shopping/outings will continue at the discretion of the AnglicareSA team and in discussion with you
- cleaning will occur with a maximum of 1 hour spent on domestic tasks at any one time and where an air conditioner is in operation and only for the air-conditioned rooms
- gardening services may be suspended
- groups and outings will be at the discretion of the team.

During a heatwave please be aware that our team may need to take regular breaks throughout their work.



Protocols to keep you and our team safe

To ensure the safety of you and our team whilst we are working with you in your home, we request that you are mindful of the following:

Dogs – if you have a dog/s that are friendly and our employee is comfortable and in agreement, they may remain in the room during the period of the service. If the employee is uncomfortable with the dogs behavior, we request that you secure the dog with a lead or remove them during the period of the service.

If your dog/s are known to respond aggressively or demonstrate behaviours of concern, please ensure that your pet is secured outside during the scheduled visit.

Service dogs such as guide dogs, can be present during the duration of the service.

Alcohol/drugs - our team reserves the right to not enter your home and provide scheduled services if there is behaviour that makes the employee feel uncomfortable. This includes customers under the influence of illicit drugs and/or alcohol.

For the duration of the provided service, we ask that smoking be done outside of the home until the worker has completed their tasks. This applies even when the worker is not accessing every room of the home.

Storage of items that pose a hazard – If you have any items or chemicals that may pose a risk to our employee's health or safety, they must be securely locked away and out of reach until the completion of the service.

Firearms - If there are firearms kept on the premises they must be securely locked away whenever an AnglicareSA employee is present and throughout the duration of any services provided.

The presence of firearms must also be declared to your AnglicareSA Coordinator prior to the commencement of services.

Covid-19 (Coronavirus) safe

Your safety and the safety of our workforce is our priority. We take every precaution and follow up-to-date medical advice from SA Health, to ensure you stay safe through the following measures;

1. vaccination: All our aged care team meet the COVID-19 vaccination requirements
2. protective equipment: Our team of professionals are supplied with protective equipment and will use when appropriate or when requested
3. employees displaying symptoms of Covid-19 or other flu like symptoms are not allowed to work and are being tested.

If you feel unwell or have flu-like symptoms, we request you contact your Customer Service Team so that appropriate measures can be taken. These measures may include additional protective equipment being worn by our service team during your appointment or re-scheduling for an alternative time.

SA Ambulance

We know you don't need an Ambulance now, but if you ever need to use one in the future, they're expensive!

We recommend everyone explores the options for Ambulance cover – it's a great safeguard in the event of an emergency.

Discounts are available for concession holders.

Advance Care Planning

What is advance care planning and why is it important?

It's never too early to start advance care planning. The things that are important to you and the type of life you want to live – especially when it comes to your health and personal care – are respected if you were unable to express them.

Advance care planning is the term used to describe the process of planning for our current and future health and may include care at the end of your life.

It involves thinking and talking about your values and preferences with family members, friends and your doctor. Part of your planning process may include writing your choices down and choosing a substitute decision-maker. This helps those around you, your loved ones and health and care providers to respect your treatment preferences and to make decisions about care that you would find acceptable.

You may choose the following when advance care planning;

1. thinking and openly talking about your values and beliefs and your health care preferences
2. appointing another person to make decisions for you – this is called a substitute decision maker
3. completing an advance care directive – this is a document that can formalise your advance care plan.

For more information about advance care planning call 1300 208 582 or visit www.advancecareplanning.org.au.



Other AnglicareSA services

For more than 150 years, AnglicareSA has supported South Australians through our diverse programs including; housing and homelessness, disability and wellbeing services, aged care, foster care, emergency assistance, financial counselling and literacy, Aboriginal services, new arrivals, children, youth and families.

Please speak with your Coordinator if you would like more information about any of our range of services.

Aged Care Services

If you're feeling like you are no longer able to live in your current home, AnglicareSA has a range of Independent Living Units and Residential Aged Care homes located throughout metropolitan South Australia. Please call 1800 317 009 if you're interested in finding out more.

Independent Living Units

We have a range of state-of-the-art independent living units available for purchase. These spacious, light-filled two-bedroom units offer a well-equipped kitchen and easy-care low maintenance lifestyle in beautiful surrounds.

These units are conveniently co-located with our residential care facilities in Trott Park, Westbourne Park and Elizabeth East so you can benefit from the added convenience of amenities specific to each facility. Nestled in your own modern unit, you can be as social or as private as you want to be whilst being part of a wonderful community.

Residential Aged Care Homes

We offer Residential Aged Care homes across metropolitan Adelaide including; Brompton, Elizabeth and Elizabeth East, Grange, Trott Park and Westbourne Park. Each site has its own unique feel and all offer a home-like environment that can meet all your care needs and provide residents with;

- bright spacious rooms with private ensuite
- onsite café and hairdressing salon
- chef cooked meals prepared fresh daily
- activity spaces for indoor and outdoor entertaining
- health & wellness services available onsite
- trained care and nursing staff available 24/7
- respite, palliative and specialty care available onsite.

Have your say

We want to hear from you and encourage you to share any suggestions you might have to improve what we do.

Tell us, too, of any concerns, pay us a compliment or register a complaint. It is all important feedback, and we promise to use it to inform the decisions we make.

We are committed to an open and transparent approach to understanding your feedback and concerns and will work with you to achieve the best outcome. If you would like us to respond directly to you, please include your contact details on the feedback form located at the back of this handbook or visit www.anglicaresa.com.au

You can hand the completed Feedback Form to your Customer Service Team member or, if you would like to mail the form, please post to:

AnglicareSA, Aged Care Services Feedback,
159 Port Road, Hindmarsh SA 5007

If you have raised a complaint and do not believe it has been resolved to your satisfaction, please request that it is escalated to the Service Manager.

If you would like assistance to make a complaint you can contact the Aged Rights Advocacy Service, an independent service external to AnglicareSA.

– Aged Rights Advocacy Service on:
8232 5377/1800 700 600

If the complaint remains unresolved, you can escalate the complaint further, by contacting the Aged Care Quality and Safety Commission on 1800 951 822



Get involved

Focus Groups meet regularly and provide valuable feedback about AnglicareSA's Aged Care processes and services so that we can continuously improve the way we work and service the needs of our customers.

If you're interested in joining one of our Focus Groups, please call 1800 317 009 and our customer service team will arrange for you to register your interest.

Becoming a volunteer

We love the contribution that volunteers make in the lives of customers, their families and the broader AnglicareSA community.

Volunteers enrich the services and care we offer by sharing their time, skills and ideas in an environment that promotes friendship and fun.

If you're interested in becoming a volunteer, speak with your Customer Service Team or call 1800 317 009 to find out more.

Donations

AnglicareSA is a not-for-profit organisation. We generate revenue from Federal Government grants and residents' contributions, which go towards the cost of providing services.

As considerable resources are required to ensure that our facilities are fit for purpose and operate at an acceptable standard, donations, bequests and memorial gifts play a significant role in enabling us to continue to maintain the level of care, services and facilities we currently provide.

Feedback Form

Please complete the feedback form and hand to your Coordinator or post to:

AnglicareSA
159 Port Road
Hindmarsh, SA 5007



Feedback form

AnglicareSA service and location

Date

What would you like to tell us about the support you have received from AnglicareSA?

What is it about this service that you would like us to improve?

If you would like us to contact you and respond to your feedback, please provide your contact details:

Name

Phone number

Email

Date received	
Feedback ID	



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