



MEATH AT HOME CONSUMER HANDBOOK



**Head Office: 18 HOCKING ROAD
KINGSLEY WA 6026**

MEATH CARE (INC)

Vision

To be a leading benevolent provider offering superior living and care options for older people.

Mission

To provide and support vibrant communities empowering older people to achieve wellness in their preferred lifestyle and environment.

Values

Meaningful Relationships - *Creating mutual support and respect.*

Empathy - *Engaging with each person with understanding, warmth and kindness.*

Advocacy - *Working in the best interests of all people.*

Trust - *Being open, honest and acting in good faith.*

Holistic - *Caring with regard for the total wellness of all people.*

Diversity Statement

Meath Care (Inc.) welcomes people from a range of cultural backgrounds with a diversity of experiences in an environment that respects and recognises differences and enhances a lifestyle where our consumers and staff can excel.



MEATH AT HOME - CONSUMER HANDBOOK

Many older people have a preference to remain in their home if it is possible for them to do so safely. To meet those preferences, we established **Meath at Home** Services.

Meath at Home Service provides care which maximises independence with the goal of keeping people living in their home with necessary support. Services can be long term and ongoing, or alternatively can be short term, such as carer respite or extra assistance after a stay in hospital.

In collaboration with our health professionals, clients can direct and determine what services they receive and in a manner that fits in with them.

Our home care services are available through both Commonwealth Government funded Home Care Packages (HCP) or on a private basis.

HOW TO GET A HOME CARE PACKAGE

To Access a Home Care Package, you will need to be assessed by an Aged Care assessment Team (“ACAT”) This free assessment can be requested by you, your family, your GP, or a service provider. The results of the assessment will determine your eligibility.

Assessments are organised by My Aged Care –Call 1800 200 422 or log onto www.myagedcare.gov.au. My Aged Care can refer you for a free assessment to an ACAT.

An independent assessor will come to your home to gain an understanding of your needs. Once this assessment has been finalised, you will receive a letter to let you know if you have been approved to receive a Home Care Package (this letter will also confirm the level of care and place you on the national waitlist for a Home Care Package). There are 4 types of packages that may be allocated as 1, 2, 3 or 4. The package allocated depends on the complexity of you needs.

You will be notified by services Australia when your Home Care Package has been assigned, you will receive another letter which confirms you have been assigned a package with a unique referral code and that you have 56 days to select a provider.

If you want to choose **Meath at Home** Care to deliver your home care service call us on 08 9309 7000 or email us at homecare@meath.org.au





PACKAGE LEVELS

Level 1 - is offered to support you if you have a need for just a little extra help. This may include a need for personal care, household or domestic assistance, social support, some transport locally, meals or shopping, or support with rehabilitation.

Level 2 - is offered to support you if you have moderate care needs. Services can include the loan of basic equipment along with the services such as domestic assistance, personal care, social support, transport locally, meals, shopping, or rehabilitation.

Level 3 - is offered to support you if you have higher level needs, which may include a need for personal care, household assistance, meals and medications, Transport for appointments, nursing or allied health input, support with memory or behaviour changes, or assistance with aids and appliances.

Level 4 - is offered to support people with complex health care needs. Services often include Nursing Care and the loan of aids and equipment in addition to all other support services.

HOME CARE PACKAGE PRICING

At Meath at Home, we understand the importance of transparency and clarity when it comes to costs and pricing for our Home Care Packages. We are committed to providing high-quality care while ensuring that our clients fully understand the associated expenses.

Attached to this handbook is a separate document detailing our pricing schedule. This document outlines the various costs associated with our Home Care Packages.

It is important to note that any changes in pricing will be communicated with the client in writing. We believe in open communication and will ensure that you are informed of any adjustments to our pricing structure well in advance.

We strive to provide affordable and flexible care options tailored to meet your individual needs. If you have any questions or concerns about our pricing, please do not hesitate to contact our team. We are here to support you every step of the way.

NB: If you are viewing this electronically prices are published on My Aged Care

<https://www.myagedcare.gov.au/find-a-provider/home-care-packages/2057477/costs?search=search-by-name&searchType=hcp&name=Meath%20at%20Home#how-many-hours-of-service-would-i-get-from-this-provider>



COSTS

People who receive services through a Home Care Package may be asked to pay a basic fee. The maximum basic fee set by the government is currently 17.5% of the single Aged Pension. However, **Meath at Home** Care will consider waiving this daily fee on request.

Aside from the basic fee, some care recipients will be required to pay an income-tested care fee. This is calculated by the government and reflects the level that the care recipient can contribute to the cost of their care and services.

To determine if you will be required to pay an Income tested Care Fee, and get an estimate of how much, please visit: www.myagedcare.gov.au/fee-estimator

If you are required to pay an Income Test Fee, this amount is deducted from the amount Services Australia pay to your provider.

For example:

Total subsidy for Level 3 \$93.63

Income Tested Care Fee (paid by customer) \$2.50

Amount paid by Services Australia \$91.13

If the care recipient would like to receive additional services, but has insufficient funds in the package, they are able to pay an additional amount as a top-up.

Since 30 November 2018, all home care providers are required to publish their prices. This offers transparency and comparison to consumers, although the key is to work out how many hours of direct service you get once administration and care management fees are taken from the packaged funds.

MEATH AT HOME CHARGES

These charges are applied to the funds we receive on your behalf and are not billed to you.

Care Management: This covers the costs to review the Agreement and Support Plan, coordinate and schedule the care and services received.

Administration Fee: To cover costs to help you get and manage your Home Care Package, which includes claiming your home care subsidy, and preparing and sending your budget and monthly statement.

BUDGET AND MONTHLY STATEMENTS

You will receive a monthly statement detailing the income received on your behalf, including:

Government subsidy

Basic Daily Care Fee (if it applies to you)

Income Test Fee (if it applies to you).

The statement displays all services and support that you have taken and the cost of each one.

The statement also shows surplus funds that are accumulated in your Home Care Package, so you know what has been spent and what funds you have remaining for home care services.

If you are not using all the funding available to you, unspent funds accumulate as surplus. They are available to use when additional services are required, or you need to make a larger purchase.



HOME CARE SERVICES AVAILABLE

At Meath Care, we understand that providing older people with tailored home care services is essential to supporting their preferred lifestyle. We strive to empower our care recipients with the freedom to make decisions around their care and respect their cultural and spiritual background and needs. Our team of dedicated staff takes a holistic approach to individual care, nurturing meaningful relationships built on empathy, trust, and advocacy. With our comprehensive range of services, we endeavour to ensure that each person we serve has the resources and support to age in place with dignity, in their own preferred environment.

SUPPORT SERVICES

We understand that some people need additional help to maintain independence. We provide domestic cleaning and laundry services; minor repairs and maintenance for home and garden; and delivery of pre-cooked meals for reheating.

We can also provide transport to help people attend appointments or travel in the community and can supply and demonstrate recommended equipment (including installation as required).

DOMESTIC ASSISTANCE

We can help with domestic chores, including assistance with cleaning, dishwashing, washing, changing linen and ironing in order to maintain a safe, secure and healthy environment for our clients.

MAINTENANCE AND ESSENTIAL MODIFICATIONS

Modifications need to be assessed and referred by an Occupational Therapist. This also can be part of your package if sufficient funds are available.

NURSING AND CARE SERVICES

We provide ongoing care and nursing through our team of multi-skilled staff and Registered Nurses. Our services range from assistance with showering, grooming and dressing, to wound care, chronic disease monitoring and help with medication.

As well as regular visits, we also provide in-home respite care when a carer has a break; after hospital care where additional assistance is needed on a short-term basis; and end of life care to ensure comfort through additional care.

Home Care level 1 and 2 packages are not intended to provide comprehensive clinical or health services. Home Care level 3 and 4 packages have a greater emphasis on delivering complex care in the home, including more clinical care where needed.

Nursing care is when a qualified nurse comes to dress a wound or provide continence advice.

THERAPY SERVICES

Our therapy options are designed to maximise independence and assist with rehabilitation as required. We offer Physiotherapy, Occupational Therapy, and Podiatry in the home.

All therapies provide an individualised therapy plan and assistance to follow this plan where necessary. We are also able to offer counselling and spiritual support as required.



AIDS AND EQUIPMENT

Aids and equipment Can be supplied by your Home Care Package and are to assist with mobility, communication, reading and personal care limitations, this may include shower chairs or walking aids.

Some aids and equipment, including custom made aids, can be provided when they are identified in your care plan and the item can be provided within the budget available for the package.

Where possible, the cost of any aids and equipment must be met within the package funds. If there are not enough funds in the package, you will need to pay any additional costs.

SHOPPING ASSISTANCE

If you are no longer able to do your own shopping on your own, we can organise a volunteer who will either:

- Pick you up and take you shopping. They will assist you with your grocery shopping, etc., and then take you home again; or
- They can do your shopping for you if you are unable to leave your home because you are unable to while recovering from an injury or illness.

TRANSPORT

Transport can be provided to support you to access shopping centres, banks, social activities, community events and appointments. Please refer to price list for cost or Taxi cost.

PRIVACY

All personal information we collect will be stored securely and Meath at Home will take all necessary actions to protect information from misuse or fraud.

The primary purpose for collecting personal data is to ensure delivery of care and health delivery appropriate to you. Information we may be release is for claiming purposes and sharing information to a third party, such as a nominated health provider. Information will not be released to any third party without consent or is nomination by you.

FEEDBACK

Your feedback is important to us, it helps us improve our service to you. If you are dissatisfied with any aspect of our service, please speak to us or put your concerns in writing to the **Meath at Home** Manager. If **Meath at Home** is unable to identify a solution to your concern, there are external avenues for complaints:

Older Persons Advocacy Network (OPAN)
1800 700 600
Monday – Friday 08.30 – 04.30
www.opan.com.au

Aged Care Quality and Safety Commission
Freecall: 1800 951 822
www.agedcarequality.gov.au



TERMINATION OF SERVICES (EXIT)

If you no longer require the services of Meath at Home, we ask you to put it in writing stating you no longer require the services within 14 days of exiting. Please advise us if you need help finding more suitable services.

LEAVE

Services can be held for the following reasons: hospitalisation, respite, and social leave. Please advise us if you need to take leave. Extended leave will reduce the subsidy received from the government.

ADDITIONAL INFORMATION

Home Care Package guidelines outlined by the Australian Government. A copy of these guidelines has been developed to help consumers easily understand the program and can be found at:

<https://www.myagedcare.gov.au/sites/default/files/2023-01/operational-manual-for-home-care-package-consumers.pdf>

CHARTER OF AGED CARE RIGHTS



Australian Government
Department of Health

Charter of Aged Care 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;
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.



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