

DEPARTMENT OF HEALTH & AGEING UPDATE

The Department has an online newsletter for people receiving the Commonwealth Home Support Program & Home Care Package services. CS#1 recommends you link in with these newsletters to updated information. In this issue, click here:

[March 2024](#)

[Newsletter](#) you will find information including:

- The opportunity to share your thoughts on the changes to aged care.
- Consultation on Quality Standards guidance.
- Carer Wellbeing Survey.
- Aged Care Taskforce report and recommendations
- Planning your future health care.

WELCOME TO THE WINTER EDITION

Hello and welcome to Community Services #1 (CS#1) Winter 2024 newsletter! We hope you enjoy this edition and we hope you're keeping warm and safe during these colder months.

In this newsletter, we've included some information about home care and general updates. As always, we remain committed to providing you with quality care and services as an approved provider. If you have any questions or concerns, please get in touch with your Aged Care Officer on 1800 960 938.

If there are any stories or content you'd like to see or share within our network for the next newsletter we'd love to hear from you. Please don't hesitate to email us at cag@communityservices1.org or call 1800 960 938 and talk to one of our friendly Aged Care team members.

CS#1'S CLIENT ADVISORY GROUP

We'd like to remind you that CS#1 has established its Client Advisory Group meetings with the second meeting scheduled on 20 June 2024. We are seeking clients and or family members who are interested in being involved.

Client advisory groups provide valuable feedback to senior management and the Board about the quality of support and services delivered. CS#1 will assist the Client Advisory Group to build a person-centred culture committed to quality aged care. CS#1 will provide ongoing opportunities for people receiving home care services to join the Client Advisory Group annually.

The CS#1 Client Advisory Group collects feedback from clients and family members and shares it with senior management and the Board and provides the opportunity for the organisation to address continuous improvement practices.

CS#1 considers the feedback we receive when making decisions. We also let the Client Advisory Group know how they considered the feedback. This assists to improve the services and supports that all our clients receive.

The Client Advisory Group will have two more meetings during the last 6 months of the year. Transport can also be arranged to assist if necessary. If you would like to know more about joining the group please do not hesitate to email cag@communityservices1.org or phone Juliette on (02) 6126 4712.



What is 'Client Directed' Care?

Client directed care is a model of providing support by offering clients more choice and flexibility. Client directed care gives people who receive home support more control over the support and services packages they receive, including how it is delivered and who provides it.

Home care packages are designed to assist people who want to stay living at home for as long as possible and are provided on a client directed care basis.

This means you get to work together with your service provider to develop your support plan and choose the level of involvement you have in managing the support services given to you.

Client directed care also allows you to see how your home care funding is being spent through your individualised budget with a monthly income and expense statement. This may assist you see if you are getting the best price or decide if you need to make your funding go further.

Client directed care also ensures your service provider makes formal reviews to monitor your supports and makes sure that your package still meets your requirements.

If your needs have changed, you can undergo a reassessment to find out if you need to alter your package. If you cannot meet your support needs under your home care package budget, you may also need to be reassessed to see if you are eligible for a higher level of services. You may also need to use your own financial assets to cover the cost of your services.



COMMONWEALTH HOME SUPPORT PROGRAM

If you are eligible for Commonwealth Home Support Programme (CHSP) services you will make a contribution to your provider – if you can afford it – for as long as you receive services.

Each service provider charges different amounts for their services, and you will typically pay an hourly rate for the services you receive, on the days you receive them. There are no exit fees or other fees to worry about.

CHSP service providers, such as CS#1 receives funding from the Australian Government, which they use to provide subsidised aged care services. When you receive CHSP services, you pay a contribution to assist with the cost of services you receive. You will never be asked to cover the full cost.

All CHSP providers must have a client contribution policy in place. This policy ensures that people who can afford to contribute to the cost of their supports do so. It also protects those who are most vulnerable.

CHSP service providers must be transparent about their fees.

They must also:

- advise you of the contribution you might need to pay, and
- keep track of these contributions, to make sure you do not experience financial hardship.

CS#1 CHSP client contribution fees include:

<u>Service Provided</u>	<u>Client Contribution</u>
Domestic Assistance	\$14 per hour
Personal Care	\$12 per hour
Home Maintenance	\$18 per hour
Transport	\$5 to \$10 per trip
Social Support Groups	\$5 to \$10
Social Support Individual	\$14 per hour
Goods & Equipment	20% of equipment cost

HOME CARE PACKAGE

When you receive a Home Care Package, you have a budget to pay for the services you need. Your budget depends on your level of support and includes contributions from you and the government. The total amount of a Home Care Package is made up of:

- **The Australian Government's contribution:**
The subsidy (and supplements, if eligible)
- **Your Contribution** (the fees you may be asked to pay):
Your basic daily fee (which everyone receiving a Home Care Package can be asked to pay) – noting CS#1 does not charge a basic daily fee
- **Your income tested care fee** (if you have been assessed as being able to contribute) any additional fees you agree to.

Together, these funds cover your support services as well as the package management costs from your provider to organise and manage your package services.

Your Home Care Package budget sets out the total amount of funds available for your use. The funds in your budget are used to cover the cost of your support and services based on your support plan.

Your CS#1 HCP individualised budget breaks down your package budget to include the services and items you need based on your support plan.

The government contribution changes on 1 July every year; these figures are up to date as at 1 July 2023.

If you are eligible to pay an income tested care fee, the government subsidy is reduced by this amount.

The government contribution is paid directly to the home care provider you choose. You work in partnership with the provider to determine the support and services you need, within the package budget. The funds won't affect your pension, because they don't count as income.

The income tested care fee is an extra contribution that some people pay, as determined through an income assessment.

This fee is different for everyone. It's based on your individual income, including your pension. However, full pensioners and people with an income up to \$32,819.80 do not pay an income tested care fee.

If you are assessed as being able to contribute to your Home Care Package subsidy with an income tested fee, you will receive monthly invoices from CS#1 to assist with payments to support the services you require.

WHAT IS PACKAGE AND CARE MANAGEMENT FEES?

Package management is a service provided by CS#1 that supports the delivery of a Home Care Package. This service includes activities such as:

- Establishing and managing home care budgets
- Coordinating services (such as schedule services and workers)
- Prepare invoices and monthly statements
- Respond to enquiries about invoices
- Organise brokers/third party services
- Buy equipment (such as mobility aids)
- Arrange allowable home modifications (such as bath rails)
- Submit claims to Services Australia
- Maintain and update income tested care fee payments
- Paperwork for ceasing supports
- Storing and maintaining records
- Ensure support workers are suitable (such as with police checks and immunisation checks)



- Training and education of staff
- Conducting quality improvement, compliance, & assurance activities
- Complete financial reporting
- Maintain COVID-19 and health vaccination compliance documents.

Care management is a mandatory service for all clients receiving a home care package, whether you fully manage them, or they self-manage.

It is essential that all home care package clients have a support place that includes:

- Your goals, needs and preferences
- The services that will be provided
- Who will provide the services
- When services will be provided, such as frequency, days and times
- Care management arrangements
- How involved the person will be in managing their package and
- How often you will do formal reassessments.

You must receive a copy of your support plan and have it reviewed at least every 12 months or as required. Your support plan must reflect the services you are wanting to engage within the home care package program guidelines and be reflected on your individualised budget.

As part of your ongoing case management CS#1 will:

- Discuss your assessed support needs and goals to ensure you're meeting them
- Work with you to update and create your home care agreement, support plan and individualised budget
- Explain the monthly statement, including the funding available in their package and how those funds are being spent
- Agree with you how involved you or a family member will be in managing your package
- Monitor and reassess services to make sure you continue to meet your needs
- Make sure you and C#S1 are aware of any concerns
- Work with you to resolve any issues.

CS#1 Current Home Care Package fees:

Care Management: 18.6% of the eligible subsidy

Package Management: 6% of the eligible subsidy

From the 1 September, 2024 as outlined in a recent letter CS#1's Home Care Package Fees will rise slightly to:

Care Management: 20% of the eligible subsidy

Package Management: 8% of the eligible subsidy

The Benefits of Being Active

As you get older, it's important to do some form of physical activity every day. What you do depends on your health and lifestyle. But there are easy ways to add activity to your day. If you have health problems, it's a matter of finding what works for you. Talk to your doctor about what activity suits you. For example, if you have:



- Heart problems, diabetes or asthma – you can start moderate walking or swimming
- Arthritis – you can try hydrotherapy or swimming in a warm pool
- Osteoporosis – you can try weight bearing and strength activities.

Just a slight increase in activity each day can improve your health and wellbeing. It can help:

- Reduce the risk of health issues, like high blood pressure, high cholesterol, type 2 diabetes, bone and joint problems, heart disease and some cancers
- Maintain a healthy weight
- Reduce the risk of falls and injury
- Give you more energy
- Improve your sleep
- Reduce stress and anxiety
- Improve concentration
- Improve your mental health.

HOW WE THINK ABOUT HEALTH

We tend to think of health as being well or not having an illness. But, as we learn more from science, we need to shift our focus on health to a more holistic, whole person perspective.

Recent scientific research has revealed that good health involves several factors. These include:

- Physical health
- Mental health
- Emotional health
- How healthy your environment is
- The people and communities you share your life with

WHY ARE SOCIAL ACTIVITIES IMPORTANT?

Social activities can assist you stay healthy and independent. Getting out with others is key to improving health.

Did you know that the effects of being alone and feeling lonely are linked to a higher risk of chronic disease? Luckily, social activities can help protect against them.

Staying connected is a great way to look after yourself while maintaining independence. And there is no shortage of social activities for older people. These could be as simple as spending time with friends and family, staying active outside, or enjoying fun group activities.



THE BENEFITS OF SOCIAL ACTIVITIES

It's no surprise to discover that spending time with others has many positive effects. But what exactly are the benefits of being around others?

Some of the benefits of social activities for older people include:

- Prevents isolation and feeling lonely
- Releases feel good chemicals in the brain
- Keeps the mind sharp
- Improves memory
- Encourages healthy habits
- Protects against several chronic conditions

- Boosts your mood
- Promotes a stronger immune system
- Leads to more fulfilling relationships
- Prevents dementia and Alzheimer's disease
- Improves physical health and increases movement

One of the best things about social activities is that you can choose to do the things you enjoy! You might not have friends or family who want to do things with you but you shouldn't let that stop you. Picking an activity, you enjoy is a great way to meet new, like-minded people.

Join in local social activities to experience the benefits of being around other people.

Please stay tuned for CS#1's Active Living Program, we are currently reviewing our Social Support Group program and will have a range of exciting social group services to offer our CHSP, HCP and privately paying clients. This will include art, photograph, and yoga/exercise.

MEET TEAM MEMBER SARAH MARSHALL

What is your role at CS#1? Currently I'm the Aged Care Services Manager at CS#1.

What do you enjoy about your role? I enjoy a lot of things about my role - the team, speaking with clients, and supporting with the improvement of services which we offer.

What inspires you? Seeing client's satisfaction with the supports provided by CS#1. This also includes seeing the impact supports have on family members.

What do you love to do on weekends or your spare time? I am a massive AFL fan - Go The 'Pie's! I enjoy spending time with family, playing with my dog Maggie, eating hot chips and cooking Asian food.



SLOW COOKER APRICOT CHICKEN



Ingredients (8)

- 8 Lilydale Free Range **Chicken Thigh**, excess fat trimmed
- 40g pkt Coles French Onion Soup Mix
- 410g can apricot halves, drained
- 405ml can apricot nectar
- 1 tbsp Coles Cornflour
- Steamed rice, to serve
- Steamed broccolini, to serve
- Fresh thyme sprigs, to serve (optional)

Method

Step 1

Heat a large non-stick frying pan over medium-high heat. Add half the **chicken**, skin-side down, and cook for 3 minutes or until golden. Turn and cook for a further 3 minutes. Transfer to the bowl of a slow cooker. Repeat with the remaining chicken.

Step 2

Sprinkle the **soup mix** over the chicken. Add the **apricot halves** and pour over the **apricot nectar**. Cover and cook on Low for 6 hours.

Step 3

Use tongs to transfer the chicken to a warm oven tray and cover with foil to keep warm (alternatively, pop the tray into a preheated 180C/160 fan forced oven, without the foil, for 5-10 minutes). Increase the slow cooker heat to High. Stir the **cornflour** with 1 tablespoon of water until smooth. Add to the slow cooker and stir to combine. Cover and heat for 5 minutes. Stir again.

Step 4

Serve the chicken and apricots with **rice** and **broccolini**, and sprinkled with **thyme** leaves, if desired.