



Support at Home with Care Forward

careforward.com.au | proudly

TASMANIAN

Care Forward acknowledges the Tasmanian Aboriginal people as the original owners and ongoing custodians of the land on which we work, live and learn.

We recognise the continuity of their history and their connection to this country.

We pay our respects to Elders past and present.



Care Forward is proud to celebrate the diversity of our staff and participants.

We recognise, respect and value each person's unique story.

Care Forward is committed to:

- ensuring a supportive workplace that respects and values diversity of customs, cultures and beliefs, gender orientation and sexuality.
- ensuring that its services are delivered in a manner that respects and values the customs, cultures and beliefs of our consumers
- preventing harassment or discrimination of any kind

Who is Care Forward?

Care Forward is a not-for-profit, locally owned and operated Tasmanian community service provider.

We've been helping people across Tasmania live well at home since 1999. Care Forward adopts a 'wellness' approach in all that we do. Our philosophy of care is to maintain independence, encourage active participation and enable or re-enable our participants to make the most of their life at home.

We do this by working with you to get the best out of life.

Our Vision

Senior Tasmanians achieve the highest level of independence in the country.

Our Mission

More people living well at home.

Contact Us

Call 1300 364 876

Email info@careforward.com.au

Come in and see us.

We're part of the community, right on your doorstep.
Drop by and say hello.

Hobart (Head Office)
Level 1, 6 Bayfield St,
Rosny Park, TAS 7018

Launceston
1/403 West Tamar Highway,
Riverside, TAS 7250

Devonport
11 Steele St,
Devonport, TAS 7310

Burnie
26-30 Cattley Street,
Burnie, TAS 7320

Opening Hours

8:30am to 4:30pm Monday to Friday (excluding public holidays)

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Welcome

This booklet contains all the information you need to start receiving services under Support at Home.

Whether you have been assessed and allocated Support at Home already, or you are curious about how you can age well at home with the right support, this booklet is for you.

It will give you an overview of Care Forward and how we work with you to make ageing at home a safe, supported and fulfilling time of life.

We're excited to partner with you!

Why choose us?

Local Access

We have offices in Hobart, Launceston, Devonport and Burnie so you can speak to a real person who knows and understands your community. We offer access to all basic home assistance and support service types in most areas of Tasmania, including some rural and remote regions.

Choice

We work with over 100 service providers throughout Tasmania so you can choose from a wide range of service providers in your region.

Clinical Oversight

Our Care Partners and Clinical Care Partners work together to give you a strong clinical foundation to your care. This means you have the security of knowing they have the expertise to provide you with the highest

quality of support to enhance your independence, health and wellbeing.

Value for money

Delivering value is at the heart of Care Forward; that's because value for money is an aspect of great quality!

Direct Access to Allied Health

Care Forward employs Occupational Therapists, Exercise Physiologists, Dietitians, and Social Workers providing specialist services and programs to encourage active participation and enable you to improve your health and make the most of your life at home.

Specialists in Restorative Care

We specialise in delivering the Restorative Care Pathway with a focus on strength, balance, wellness and confidence, to work with you to regain lost abilities and/or learn new skills to remain living at home independently.

Flexibility

Option of in-home services, group sessions or private consultation in our centres.

Inclusion

We celebrate the diversity of all our participants. We work closely with specialised service providers and provide regular training to our staff ensuring that all services provided respond to your personal circumstances including language, culture, religion, gender identity, sexual orientation, financial disadvantage and remote geographic location.

About Person-Centred Care at Care Forward

Person-Centred Care recognises that you have been managing your own life for many years and respects your right to continue to do so.

Your involvement in decisions about your care is important and we will always try to honour your choices.

About Support at Home

Support at Home is the Australian Government service that aims to help you live independently and enjoy quality of life in your own home for as long as possible.

Have you contacted My Aged Care?

My Aged Care is the central point of contact for all government aged care home services. If you haven't contacted My Aged Care and received your assessment from the Single Assessment Service, don't worry, we can still discuss what Care Forward can do to help you age well at home, and get you on the path to support.

**Contact My Aged Care on
1800 200 422 or visit
www.myagedcare.com.au**

If you have already contacted them and received an assessment, we can follow up with you and then begin to build a great plan for your care.

How to access Support at Home with Care Forward

When you've been approved or assigned Support at Home care, one of our Liaison Officers will help you to start the process.

You'll be appointed a Clinical Care Partner who will visit you at home to conduct a comprehensive assessment of your needs based on your Single Assessment Service outcome. It may take more than one visit to complete this clinical assessment.

We encourage your carer or a friend or family member to be present at these visits.

What is a Clinical Care Partner?

Care Forward is a leading provider in Tasmania offering trained nurses to help you manage your care. Care Partners manage your care with the oversight of a Clinical Care Partner.

Clinical Care Partners conduct a comprehensive assessment for each participant when they are setting up Support at Home. This assessment gives a baseline for determining changes in your physical and mental well-being and social circumstances.

Individuals receive a comprehensive reassessment each 12 months



as a minimum, or when there is a recognised or reported change. Our clinicians, with your consent, work closely with your GPs, specialists, Allied Health professionals and hospitals, taking a proactive, pre-emptive approach to your care and support.

We build your Service Agreement together with you

Your Service Agreement lists your approved services, and outlines the terms and conditions under which we will deliver them.

Your Care Forward Care Partner will work with you to establish your goals to keep you living your best life at home. They'll partner with you to deliver your assessed services in a way that achieves your goals.

Your Care Partner will return with your detailed Care Plan and budget within 28 days. This will outline the services you can expect, and any charges required by Services Australia. You can read more about budgets and fees on page 11.

Care Forward works alongside organisations around Tasmania so that you can have as much choice as possible. If we don't already have

a relationship with your preferred contractor, we will work with you to establish an agreement as soon as possible.

Your Liaison Officer and Care Partner will offer any support you need to understand your Service Agreement.

Levels of care

There are eight (8) levels of on-going support available through Support at Home, with Level 1 being the entry level and Level 8 being the highest level of on-going support.

The government, via the Single Assessment Service process, defines your starting level. As your care needs change, your Care Partner can arrange for you to be re-assessed for more support at a higher level.

Types of care

Support at Home has three categories of service: Clinical, Independence and Everyday Living.

Clinical includes nursing, most allied health, and care management.

Independence includes personal care, social support, respite, transport, and assistive technology and home modification.

Everyday Living includes domestic assistance, home maintenance and repairs, and meals.

You can see the entire list of Support at Home Services on page 26.

Supplements

You may be assessed via the Single Assessment Service to receive additional financial supplements for complex care needs, such as enteral feeding and oxygen supply.

There is a diverse needs care management supplement, which includes supplements for:

- veterans,
- older Aboriginal and Torres Strait Islander people,
- people who are homeless or at risk of homelessness,
- people referred by the Care Finder program,
- and people who were separated from parents or children by forced adoption or removal.



Short Term Care Pathways

There are two short term types of support that you can access along with your on-going care. These new pathways require a re-assessment of your needs before you can access them.

The Restorative Care Pathway

focuses on clinical and allied health support to keep you independent by building your strengths and capabilities. You can access this pathway while still receiving your on-going care package.

It offers an intensive 12 weeks of restorative support through allied health services. It may be extended to 16 weeks if assessed as beneficial.

The End-of-Life Pathway supports individuals to remain at home in their last three (3) months of life, providing urgent access to higher levels of in-home aged care services and funding of up to \$25,000.

Assistive Technology and Home Modifications Scheme (AT&HM)

This scheme can be accessed along with your on-going care and requires a re-assessment of your needs before

you can access it. You need to speak with your Care Partner to discuss if an AT&HM scheme assessment is appropriate for your needs.

The scheme covers:

- assessments by Occupational Therapists, Physiotherapists, and the set-up of new equipment
- products, equipment and home modifications
- ensuring products and equipment are properly installed and any training required so you can safely use them.

Once assessed, you can access this funding scheme in addition to your quarterly budget. Also, a new Assistive Technology Loans Scheme will enable some items to be loaned rather than purchased outright.

If you have unspent funds from a previous home care package you must use them before you can apply for the AT-HM funding pool or loans scheme.

Ask us for a full list of AT&HM products, equipment or modifications. We can email it to you or send it in the mail.

Support at Home delivery timeframes

Care Forward staff and the workers we subcontract make every effort to arrive at the scheduled start time of your service. There is a window of time within which your scheduled service will be delivered.

If this time must change due to a factor that is beyond our control, you will be contacted by a Care Forward Rostering Officer.

Service Type	Time frame for staff arrival
Transport services to appointments	15 minutes before scheduled time
Allied health or Care Partner visit	15 minutes before or after the scheduled time
Personal care	30 minutes before or after scheduled time
Medication supervision	
Nursing services	
Respite	
Safety checks	
General household duties	60 minutes before or after scheduled time
Meal preparation	
Assisted shopping	
General social support	
Supervised home exercise programs	

Suspension of services

You'll have the flexibility to temporarily stop receiving your Support at Home services for various reasons, such as a hospital stay, transitioning care after hospital, residential respite and other reasons including holidays or other personal circumstances. You'll continue to receive a budget while services are stopped, and carry over unspent budget limits will apply.

Budgets and Fees

Your budget

Your budget forms part of the Service Agreement.

This agreement is not complete until your budget is developed by your Care Partner, and you consent to the budget items.

Your budget is prepared with regard to:

- your goals and assessed needs;
- the budget level set by the government and any participant contribution calculated by the Government;
- the services you have been approved for.

Your budget will be amended whenever there is a change to your care plan and services, the cost of providing the services change, or at your request.

Care Management Fee

There is no package management fee under Support at Home. The cost of delivering your care services is built into the price of each service you receive.

Ten per cent (10%) of your ongoing funding is set aside by Services Australia for care management, regardless of your provider, or how

much care management you need.

Registered and enrolled nurses are employed as the primary Clinical Care Partners for Support at Home. Our Clinical Care Partners also work with Care Partners who must have as a minimum a relevant Certificate 4 or Diploma to support your care.

This combination of expertise delivers holistic support to you. Our model has a strong focus on wellness and reablement with a view to promoting independence. This means a considerable amount of time goes into working with you to ensure your independence is maximised.

Activities undertaken as part of care management:

- regular assessment of your needs and goals
- review of your Service Agreement as required
- ensuring your care and services align with other supports
- partnering with you and your family, your carer or other support people about your care
- ensuring your care and services are culturally safe and appropriate
- identifying and addressing risks to your safety, health and well-being.

Your statement will itemise the amount Care Management you have received each month.

How does the participant contribution work?

If you have been assessed to receive services, you should contact Services Australia to see if you will need to pay a contribution.

Services Australia will issue a letter stating your contribution as a percentage you are required to pay for each service. This contribution applies from the commencement of your Service Agreement.

Financial hardship

If you believe you will face financial hardship in paying any of these fees you can be considered for financial hardship assistance. The application forms are available through Services Australia. We will always work with you to find a solution so you can receive the care you assessed to receive.

Direct Service Charges

Direct service charges cover wages and additional costs associated with employing the Care Forward direct care workforce.

Importantly, our charges underpin compliance and quality, ensuring that everyone we care for receives services that meet or exceed the standards required by the government.

Participant Billing

If you have been assessed by Services Australia to pay a percentage of the cost of your services, you will be sent an itemised invoice.

You can make payments as follows:

You can pay your accounts on a monthly basis, or you can make payments on a more frequent basis to suit your budget.

Care Forward invoices are payable by:

- Phone using Credit Card
- Direct Debit through Centrepay
- Bank deposit/Electronic Funds Transfer

Bank: Commonwealth Bank Australia

BSB: 067-028

Account Number: 102 64987

Account Name: Care Assessment Consultants Pty Ltd

Use invoice number and surname as reference.

- In person (at our Rosny Office only) using credit card, cheque or cash.
- By mail using a cheque.



Carers

Do you have a family member or friend caring for you? Caring is rewarding, but sometimes the family member or friend caring for you may also need help and support.

Carer Gateway

We encourage all our participants' carers to access the information and support available from Carer Gateway: carergateway.com.au or 1800 422 737.

Your rights

All service providers must provide you with a copy of the Statement of Rights (The Statement).

It's a good idea to read the Statement all the way through. If you don't understand what it means or how it applies to you, please call us or seek advice from an independent aged care advocate or ask a family member or a friend to explain it.

It's also important that other people who help care for you know about the Statement. These people might include:

- your carer, such as a family

member, friend or neighbour who regularly provides support and care to you

- your nominated representative, who may or may not be legally appointed, for example, someone who has the power of attorney or is a guardian.

You have the right to request that Care Forward provide, within seven (7) days of your request;

- a) a clear and simple presentation of Care Forward's financial position, and,
- b) a copy of the most recent statement of the audited accounts of the service delivery branch.

Care Forward is also committed to delivering your services in accordance with the Statement of Principles enshrined in the Aged Care Act 2024.

A copy of the Statements of Rights and Principles are on pages 20 and 22 of this booklet.

Your responsibilities

With all rights come responsibilities. We all want to be treated with respect and consideration. This means you, your partner, your family, friends and our staff.

The best outcomes and services are achieved when we work together. It's your responsibility to be mindful of the effect of your behaviour on others, always keeping their rights in mind. Using profane language, any kind of violence, harassment or abuse towards staff or others is not acceptable. Our staff are there to work alongside you, not be abused.

You should respect the rights of aged care workers to work in a safe environment.

As an aged care participant, you should give us the information we need to properly deliver your care and services. You should understand and comply with the conditions of your Service Agreement and pay any fees outlined in the agreement.

Good communication between you, your family, friends, carers and staff can help us give you the care and services that best meet your needs.

At times, your rights may compete with the rights of other participants, family members or staff. When this occurs, we will communicate openly and honestly about these competing rights and work with you to come to a solution.

Safety - caring for one another

Work Health and Safety

Care Forward and our subcontractors will complete a home safety check before starting your service.

By law, we're required to protect the health and safety of our staff in their workplace, which is your home. Our subcontractors have the same responsibility for their staff.

We need to care for you by identifying any risks to health and safety in your home, and work with you to manage these with safer options or precautions.

By law, we must adhere to the following policies:

- You must be present for any service to go ahead. Staff must not enter your home or carry out any service if you are not present.
- If you are not home for a scheduled appointment staff must treat this as a safety concern.
- Staff are not permitted to smoke in your home and you need to provide a smoke-free environment for our staff.
- Staff may not lift heavy objects by hand and may not lift participants by hand, even after a fall.
- Staff may not stand on ladders or chairs.
- Pets may need to be placed in another room or moved outside prior to services.

In all these situations, please talk to your Care Partner to discuss a solution that will meet your needs while also maintaining the legal requirements that are there to protect the health and safety of our staff. We want to work with you!

Feedback

Are we meeting your needs? Your valuable comments help us improve our services.

Tell us what we're doing well, and if you have a concern, we want to know about it. We invite you, your family and friends to provide feedback to let us know what we are doing well or can do better, and help us to better understand your needs.

You and your family have the right to make a complaint or comment regarding the services you receive and care that is provided.

You can raise a concern, make a complaint or give a compliment to any staff member or a member of our Management Team.

If you would like to provide us with your feedback, please complete the Feedback Form which is available at all Care Forward sites and on our website.

You can also contact us on:

Telephone: 1300 364 876

Email: feedback@careforward.com.au

Mail: Care Forward, Level 1, 6 Bayfield Street, Rosny Park (Hobart) TAS 7018.

Go to careforward.com.au/feedback

Complaints and feedback policy

All complaints will be received and responded to in compliance with our Policy, which is available on request. We deal with complaints in a supportive environment and encourage fairness and impartiality in finding an appropriate resolution.

What if I am very happy with the service?

Please let us know! It is always good to know what we are doing well.





What will happen if I complain?

If you make a complaint, your services will not be affected. You will continue to receive the highest quality of care and be treated with the utmost respect.

What if I have complained and am still not happy with the outcome?

You may also seek help from Advocacy Tasmania. Advocacy staff can assist you in reaching a resolution. To access this free service, please call:

- Advocacy Tasmania - 1800 005 131

You can also complain to the Aged Care Complaints Commissioner by phoning:

- Aged Care Quality and Safety Commission - 1800 951 822

If for any reason there will be a delay in our response, we will notify you immediately.

We invite your feedback as part of our commitment to improve.

Advocacy

What is Advocacy?

Advocacy is about standing with and sometimes speaking for a person,

to ensure their rights are recognised and respected.

An advocate can be a friend, a family member, or someone from an advocacy service.

Authority to act as an advocate comes from a request from you. Care Forward is committed to your right to choose a responsible person whose role will be to represent you and your interests.

What advocacy services are available?

You can contact one of the following free independent advocacy services:

- Advocacy Tasmania 1800 005 131
- Older Persons Advocacy Network 1800 700 600

Or for more information, contact the My Aged Care information line on 1800 200 422

Advocacy services are free, confidential and independent.

Inclusion - celebrating our diversity

At Care Forward we understand that everyone has a unique story

and brings unique life experiences, desires, needs, issues, and challenges to their home care.

We are dedicated to listening to you and working with you to support your goals, your choices, your independence, your control, and your engagement with your community on your own terms.

Diverse Needs

Support at Home programs come under the Aged Care Act 2024, which protects the rights of people with diverse needs.

The Diversity Framework considers people who are:

- Aboriginal or Torres Strait Islander persons, including those from stolen generations;
- are veterans or war widows; or
- are from culturally, ethnically and linguistically diverse backgrounds;
- are financially or socially disadvantaged;
- are experiencing homelessness or at risk of experiencing homelessness;
- are parents and children who are separated by forced adoption or removal;
- are adult survivors of institutional child sexual abuse;
- are care-leavers, including Forgotten Australians and former child migrants placed in out of home care; or

- are lesbian, gay, bisexual, trans/transgender or intersex or other sexual orientations or are gender diverse or bodily diverse; or
- are an individual with disability or mental ill-health; or
- are neurodivergent; or
- are deaf, deafblind, vision impaired or hard of hearing; or
- live in rural, remote or very remote areas.

We celebrate the diversity of all our participants and staff.

How Care Forward ensures appropriate services

We work closely with specialised service providers and provide regular training for our staff to ensure that all services provided respond to your personal circumstances including language, culture, religion, gender identity, sexual orientation, financial disadvantage and remote geographic location.

Your Care Partner will aim to:

- individualise services for you;
- ensure your right to choose the service provider that you prefer;
- broker direct-care to ensure your diversity is respected and catered for; and
- communicate and assess your needs appropriately.

Please let us know if we are not meeting your needs! We want to facilitate the service or suppliers you prefer to ensure your individual needs are respected and catered for.

Diversity Support Services

National Translating and Interpreting Service (TIS)	131 450
TasCAHRD	tascahrd.org.au
Working it Out	workingitout.org.au
Veteran Hub	veteranhub.org.au
Advocacy Tasmania	advocacytasmania.org.au
TasCOSS	tascoss.org.au
Beyond Abuse	beyondabuse.org.au
Safe at Home	safeathome.tas.gov.au
Regional Autistic Engagement Network	raentasmaania.com.au
Mental Health Lived Experience Tasmania	mhlet.org.au
Expression Australia	expression.com.au
Deafblind Australia	deafblind.org.au
Blind Citizens Australia	bca.org.au

Privacy

Protecting your information

When we provide services to you, we need to collect personal information (such as health information) to provide you with the right care and support.

Protection and use of your Personal Information

Care Forward carefully manages your privacy. Collection and access to your personal information is in accordance with the Personal Information Protection Act 2004 and the Privacy Act 1988.

Care Forward is committed to protecting your right to privacy in the way we collect, store and use information about you, your needs, and the services we provide to you.

Consent

We will only collect this information with your permission, however, if you do not provide the information we need, we may not be able to provide you with the support or services you require.

All information you provide will be kept confidential and private.

This information will only be given to other people with your permission.

What happens if you don't give us all or part of your personal information?

If you don't provide the personal information we need, the quality of the care and support you receive could be impaired. In some circumstances, we may not be able to care for you



without receiving certain personal information. A copy of our privacy policy is available upon request.

What personal information do we collect?

- Name, address and telephone number;
- Date of birth and country of birth;
- Occupation;
- Indigenous status; and
- Payment or bank details

What health information do we collect?

- Your medical history; and
- Details of your diagnosis, care and treatment

How to access your information

You may access your personal information by requesting a copy by telephone, email or in writing.

If you think that the personal information we have about you is wrong or incomplete, you can ask us to correct it or update it. We will keep details of your request, and the changes.

For requests or further information about your personal information, contact your Care Partner.

Sharing your information

We may need to give information about you to some other people who are helping with your care, including:

- the doctors, nurses, therapists who are looking after you;
- other support workers helping with your care;
- administrative staff, for the purposes of billing and insurance claims;
- private health funds, Medicare, Department of Veterans Affairs, and other insurance organisations in order to process claims.

Improving our services

We may use health information that does not specifically identify you (that is, with your name and address removed) to help us monitor and evaluate the services of all our participants. Using this information helps teach our staff and enables us to plan changes in the programs and care we provide so that they continually improve.

Statement of Rights

Independence, autonomy, empowerment and freedom of choice

(1) An individual has a right to:

- (a) exercise choice and make decisions that affect the individual's life, including in relation to the following:
 - (i) the funded aged care services the individual has been approved to access;
 - (ii) how, when and by whom those services are delivered to the individual;
 - (iii) the individual's financial affairs and personal possessions; and
- (b) be supported (if necessary) to make those decisions, and have those decisions respected; and
- (c) take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.

Equitable access

(2) An individual has a right to equitable access to:

- (a) have the individual's need for funded aged care services assessed, or reassessed, in a manner which is:
 - (i) culturally safe, culturally appropriate, trauma aware and healing informed; and
 - (ii) accessible and suitable for individuals living with dementia or other cognitive impairment; and
- (b) palliative care and end of life care when required.

Quality and safe funded aged care services

(3) An individual has a right to:

- (a) be treated with dignity and respect; and
- (b) safe, fair, equitable and non-discriminatory treatment; and
- (c) have the individual's identity, culture, spirituality and diversity valued and supported; and
- (d) funded aged care services being delivered to the individual:
 - (i) in a way that is culturally safe, culturally appropriate, trauma aware and healing informed; and
 - (ii) in an accessible manner; and
 - (iii) by aged care workers of registered providers who have appropriate qualifications, skills and experience.

(4) An individual has a right to:

- (a) be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and
- (b) have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.

Respect for privacy and information

(5) An individual has a right to have the individual's:

- (a) personal privacy respected; and
- (b) personal information protected.

(6) An individual has a right to seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

Person-centred communication and ability to raise issues without reprisal

(7) An individual has a right to:

- (a) be informed, in a way the individual understands, about the funded aged care services the individual accesses; and
- (b) express opinions about the funded aged care services the individual accesses and be heard.

(8) An individual has a right to communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.

(9) An individual has a right to:

- (a) open communication and support from registered providers when issues arise in the delivery of funded aged care services; and
- (b) make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and
- (c) have the individual's complaints dealt with fairly and promptly.

Advocates, significant persons and social connections

(10) An individual has a right to be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.

(11) An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.

(12) An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:

- (a) significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the individual lives and visits to family members or friends; and
- (b) the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and
- (c) if the individual is an Aboriginal or Torres Strait Islander person—community, Country and Island Home.

(13) An individual has a right to access, at any time the individual chooses, a person designated by the individual, or a person designated by an appropriate authority.

Statement of Principles

A person-centred aged care system

- (1) The safety, health, wellbeing and quality of life of individuals is the primary consideration in the delivery of funded aged care services.
- (2) The Commonwealth aged care system supports the delivery of funded aged care services by registered providers that:
 - (a) puts older people first; and
 - (b) treats older people as unique individuals; and
 - (c) recognises the rights of individuals under the Statement of Rights.
- (3) The Commonwealth aged care system supports individuals to:
 - (a) be able to reside at the individual's home (if the individual so chooses) or, if that is not possible, in a setting that is appropriate given the individual's circumstances, needs and preferences; and
 - (b) exercise individual responsibility and make decisions that enable the individual to lead an active and fulfilling life, including by engaging in the community and maintaining relationships with people (if the individual so chooses); and
 - (c) be active and informed in decisionmaking, or be supported (if necessary) to make or communicate decisions, about the funded aged care services the individual accesses to ensure the individual's will and preferences are respected; and
 - (d) maintain or improve the individual's physical, mental, cognitive and communication capabilities to the extent possible (if the individual so chooses), except where it is the individual's choice to access palliative care and endoflife care; and
 - (e) be aware of, understand and be empowered to exercise, their rights under the Statement of Rights when accessing, or seeking to access, funded aged care services; and
 - (f) engage with, and be supported by, independent aged care advocates (if the individual so chooses), including through receiving information, education and advocacy in relation to accessing, or seeking to access, funded aged care services.
- (4) The Commonwealth aged care system offers accessible, culturally safe, culturally appropriate, traumaaware and healinginformed funded aged care services, if required by an individual and based on the needs of the individual, regardless of the individual's location, background and life experiences.

Note: This may include individuals who:

- (a) are Aboriginal or Torres Strait Islander persons, including those from stolen generations; or
- (b) are veterans or war widows; or
- (c) are from culturally, ethnically and linguistically diverse backgrounds; or
- (d) are financially or socially disadvantaged; or
- (e) are experiencing homelessness or at risk of experiencing homelessness; or
- (f) are parents and children who are separated by forced adoption or removal; or
- (g) are adult survivors of institutional child sexual abuse; or
- (h) are careleavers, including Forgotten Australians and former child migrants placed in out of

home care; or

(i) are lesbian, gay, bisexual, trans/transgender or intersex or other sexual orientations or are gender diverse or bodily diverse; or

(j) are an individual with disability or mental illhealth; or

(k) are neurodivergent; or

(l) are deaf, deafblind, vision impaired or hard of hearing; or

(m) live in rural, remote or very remote areas.

(5) The Commonwealth aged care system builds the capacity of registered providers and connections with individuals in the community to support:

(a) continuity of funded aged care services; and

(b) access to integrated services, including strong linkages with the health, mental health, veterans, disability and community services sectors.

An aged care system that values workers and carers

(6) The Commonwealth aged care system:

(a) supports funded aged care services being delivered by a diverse, trained and appropriately skilled workforce who are valued and respected; and

(b) supports aged care workers of registered providers being empowered, including through access to relevant information, to:

(i) provide feedback, suggest measures and take actions that support innovation, continuous improvement and the delivery of high quality care; and

(ii) participate in governance and accountability mechanisms related to the delivery of funded aged care services; and

(c) recognises and supports the important role of advocates, carers, volunteers and visitors in improving individuals' experiences of the Commonwealth aged care system.

(7) The Commonwealth aged care system recognises the valuable contribution carers make to society, consistent with the Carer Recognition Act 2010, and carers should be considered partners with registered providers who deliver funded aged care services.

A transparent and sustainable aged care system that represents value for money

(8) The Commonwealth aged care system is transparent and provides publicly available information, about funded aged care services, that is understandable, accessible and communicated through a variety of methods and languages.

(9) Funding by the Commonwealth for funded aged care services supports the delivery and regulation of those services to the individuals who have been prioritised on the basis of need for funded aged care services, taking into account the availability of resources and the needs of the individuals relative to other individuals.

(10) Individuals accessing funded aged care services are expected to meet some of the costs of those services if those individuals have the financial means to do so.

(11) The Commonwealth aged care system focusses on the needs of older people, and should not be used inappropriately to address service gaps in other care and support sectors

Statement of Principles

preventing individuals from accessing the best available services to meet the needs, goals and preferences of those individuals.

(12) The Commonwealth aged care system is managed to ensure:

(a) it is sustainable and resilient; and

(b) the Commonwealth's investment in the system represents value for money, including by ensuring that public resources are used in the most efficient, effective, ethical and economic manner.

An aged care system that continues to improve

(13) The regulation of the Commonwealth aged care system:

(a) promotes innovation, continuous improvement and contemporary evidencebased best practice in the Commonwealth aged care system; and

(b) is responsive and proportionate to risk, with a focus on prevention and timely action; and

(c) focusses on the safety, health, wellbeing and quality of life of individuals, and prioritises the areas of highest risk to individuals; and

(d) promotes the provision of high quality care; and

(e) strives for regulatory alignment (if appropriate) with other care and support sectors; and

(f) is undertaken in collaboration with older people.

(14) Feedback and complaints about the delivery and accessibility of funded aged care services are used to inform and promote continuous improvement in the Commonwealth aged care system.



Australian Government
Aged Care Quality and Safety Commission

Code of Conduct for Aged Care

Quick guide for consumers



The Code of Conduct for Aged Care describes how **providers and the people providing your care must behave and treat you**. It includes the 8 elements below.



Respect your rights to express yourself and make your own decisions about how you want to live



Act with integrity, honesty and transparency



Treat you with dignity and respect and value your diversity



Take action promptly about matters that may impact on the safety and quality of your care



Respect your privacy



Provide safe care free from all forms of violence and abuse



Provide high quality care in a safe and competent manner



Prevent and respond to all forms of violence and abuse

If you or someone you know has a concern or complaint with your service, contact:

**Older Person Advocacy
Network (OPAN)**
Phone 1800 700 600

Aged Care Quality and Safety Commission
Phone 1800 951 822 **Web** agedcarequality.gov.au
Write Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city



Support at Home Service List

Participant contribution category	Service Type	Services	In Scope	Out of Scope
Clinical Supports <i>Specialised services to maintain or regain functional and/or cognitive capabilities. Services must be delivered directly, or be supervised, by university qualified or accredited health professionals trained in the use of evidence-based prevention, diagnosis, treatment and management practices to deliver safe and quality care to older people.</i>	Nursing care	- Registered nurse - Enrolled nurse - Nursing assistant - Nursing care consumables Providers may apply for the supplementary Oxygen Supplement for Aged Care through Services Australia for eligible participants.	- Community based nursing care to meet clinical care needs such as: - assessing, treating and monitoring clinical conditions - administration of medications - wound care, continence management (clinical) and management of skin integrity - education - specialist service linkage	- Subsidised through other programs: - services more appropriately funded through other systems (e.g., health or specialist palliative care)
	Allied health and other therapeutic services	- Aboriginal and Torres Strait Islander health practitioner - Aboriginal and Torres Strait Islander health worker - Allied health therapy assistant - Counsellor or psychotherapist - Dietitian or nutritionist - Exercise physiologist - Music therapist - Occupational therapist - Physiotherapist	- Assistance for an older person to regain or maintain physical, functional and cognitive abilities which support them to remain safe and independent at home. - Assistance may include a range of clinical interventions, expertise, care and treatment, education including techniques for self-management, and advice and supervision to improve capacity. - Treatment programs should aim to provide the older person the skills and knowledge to manage their own condition and promote	- Subsidised through other programs: - other government programs must be accessed in first instance (e.g., Chronic Disease Management Plan, Mental Health Plan) - services more appropriately funded through the primary health care system (e.g., ambulance and hospital costs, medical diagnosis and treatment, medicine dispensing,

Participant contribution category	Service Type	Services	In Scope	Out of Scope
		- Podiatrist - Psychologist - Social worker - Speech pathologist	independent recovery where appropriate. - Interventions can be provided: - in person or via telehealth - individually or in a group-based format (e.g. clinically supervised group exercise classes). - A treatment program may be delivered directly or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so. - Prescribing and follow-up support for Assistive Technology and Home Modifications	psychiatry, dental care) management of conditions unrelated to age/disability related decline (e.g., acute mental health)
	Nutrition	Prescribed nutrition Providers may apply for the supplementary Enteral Feeding for Aged Care Supplement through Services Australia for eligible participants.	Prescribed supplementary dietary products (enteral and oral) and aids required for conditions related to functional decline or impairment.	- General expenses: - Products that are not prescribed for age related needs (e.g., weight loss)
	Care management	Home support care management	Activities that ensure aged care services contribute to the overall wellbeing of an older person (e.g., care planning; service coordination;	Administrative costs funded through prices on services.

Participant contribution category	Service Type	Services	In Scope	Out of Scope
			monitoring, review and evaluation; advocacy; and support and education). Care partners will hold clinical qualifications or be supervised by a clinician dependent on consumer complexity.	
	Restorative care management	Home support restorative care management	- Restorative care partners provide specialist coordination services for older people undergoing the time-limited Restorative Care Pathway. - Care partners will hold clinical qualifications.	Administrative costs funded through prices on services.
	Personal care	- Assistance with self-care and activities of daily living - Assistance with the self-administration of medication - Continence management (non-clinical)	- Attendant care to meet essential and on-going needs (e.g., mobility, eating, hygiene). - Support with self-administration of medication activities (e.g., arrange for a pharmacist to prepare Webster packs). - Attendant care to manage continence needs (e.g., support to access advice/funding, assistance changing aids)	- General expenses: - professional services that would usually be paid for (e.g., waxing, hairdressing). - Subsidised through other programs: - services more appropriately funded through the health system (e.g., pharmaceuticals, dose administration aids).
Independence <i>Support delivered to older people to help them manage activities of daily living and the loss of skills required to live independently.</i>	Social support and community engagement	- Group social support - Individual social support - Accompanied activities	Services that support a person's need for social connection and participation	- General expenses: - costs to participate in an activity (e.g., tickets,

Participant contribution category	Service Type	Services	In Scope	Out of Scope
		• Cultural support • Digital education and support • Assistance to maintain personal affairs • Expenses to maintain personal affairs	in community life. Support may include: ○ service and activity identification and linkage ○ assistance to participate in social interactions (in-person or online) ○ visiting services, telephone and web-based check-in services ○ accompanied activities (e.g., support to attend appointments). • Support to engage in cultural activities for people with diverse backgrounds and life experiences. This includes older Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, and lesbian, gay, bisexual, transgender and/or intersex people. Support may include: ○ assistance to access translating and interpreting services and translation of information into the older person's chosen language ○ referral pathways to advocacy or community organisations	accommodation, membership fees.) ○ the purchase of smart devices for the purpose of online engagement ○ service fees (e.g., funeral plans, accountant fees). • Subsidised through other programs: ○ the delivery of digital education where the need can be met through the Be Connected program delivered through the Department of Social Services.

Participant contribution category	Service Type	Services	In Scope	Out of Scope
			○ assistance in attending cultural and community events. • Access to training or direct assistance in the use of technologies to improve digital literacy where the support aids independence and participation (e.g., paying bills online, accessing telehealth services, connecting with digital social programs). • Internet and/or phone bills where the older person is at risk of, or is homeless, and support is needed to maintain connection to services	
	Therapeutic services for independent living	• Acupuncturist • Chiropractor • Diversional therapist • Remedial massage • Art therapist • Osteopath	• Assistance (e.g., treatment, education, advice) provided by university qualified or accredited health professionals using evidence-based techniques to manage social, mental and physical wellbeing in support of the older person remaining safe and independent at home. • Treatment programs should aim to provide the older person the skills and knowledge to manage their own condition and promote independent recovery where appropriate.	• Subsidised through other programs: ○ other government programs must be accessed in first instance (e.g., Chronic Disease Management Plan) ○ services more appropriately funded through the primary health care system (e.g., ambulance and hospital costs, medical diagnosis and treatment, medicine dispensing,

Participant contribution category	Service Type	Services	In Scope	Out of Scope
			- Interventions can be provided: - in-person or via telehealth - individually or in a group-based format (e.g., diversional therapist led recreation program). - A treatment program may be delivered directly or implemented by an allied health assistant or aged care worker under the supervision of the health professional, where safe and appropriate to do so. - Remedial massage may only be delivered by an accredited therapist, where included in a prescribed allied health treatment plan to address functional decline. - Engagement of a diversional therapist to design and/or facilitate recreation programs that promote social, psychological and physical well-being for older people who live with age or disability related impairments that will benefit from a tailored program to enable and maintain participation.	psychiatry, dental care) - management of conditions unrelated to age/disability related decline (e.g., acute mental health) - services from a Chinese Medicine Practitioner, such as herbal medicine dispensing, are out of scope for aged care (see description for acupuncture exception). - General expenses: - massage for relaxation - costs to participate in recreation programs (e.g., tickets, accommodation, membership fees, supplies to participate like craft materials).
	Respite	Respite care	Supervision and assistance of an older person by a person other than their usual informal	Subsidised through other programs:

Participant contribution category	Service Type	Services	In Scope	Out of Scope
			carer, delivered on an individual or group basis, in the home or community.	residential respite is funded through the Australian National Aged Care Classification funding model (AN-ACC).
	Transport	- Direct transport (driver and car provided) - Indirect transport (taxi or rideshare service vouchers)	Group and individual transport assistance to connect an older person with their usual activities.	- General expenses: - purchase of an individual's car and an individual's vehicle running costs - licence costs - professional transit services (e.g., public transport, flight, ferry) - claiming transport costs where state-based or local government travel assistance programs are available - travel for holidays.
	Assistive technology and home modifications	- Assistive technology - Home modifications	Assistive technology and home modifications by the Assistive Technology and Home Modifications Scheme list, including wrap-around services, maintenance, and repair.	
	Domestic assistance	- General house cleaning - Laundry services	Essential light cleaning (e.g., mopping, vacuuming, washing dishes).	- General expenses: - professional cleaning services that would
Everyday living <i>Support to assist older people to keep their home in</i>				

Participant contribution category	Service Type	Services	In Scope	Out of Scope
a liveable state in order to enable them to stay independent in their homes.		Shopping assistance	- Launder and iron clothing. - Accompanied or unaccompanied shopping.	usually be paid for (e.g., pest control, carpet cleaning, dry cleaning) - pet care - cost of groceries and other purchased items.
	Home maintenance and repairs	- Gardening - Assistance with home maintenance and repairs - Expenses for home maintenance and repairs	- Essential light gardening (e.g., lawn mowing, pruning and yard clearance for safe access). - Essential minor repairs and maintenance where the activity is something the person used to be able to do themselves or where required to maintain safety (e.g., clean gutters, replace lightbulbs and repair broken door handle).	- General expenses: - professional gardening services that would usually be paid for such (e.g., tree removal, landscaping, farm or water feature maintenance). - gardening services that relate to visual appeal rather than safety/accessibility (e.g., installation and maintaining plants, garden beds and compost). - professional maintenance and repair services that would usually be paid for (e.g., professional pest extermination, installing cabinetry, replacing carpets due to usual wear and tear) except if there is

Participant contribution category	Service Type	Services	In Scope	Out of Scope
				an imminent age-related safety risk (e.g., repairing uneven flooring that poses a falls risk or section of carpet damaged by a wheelchair) services that are responsibility of other parties (e.g., landlords, government housing authorities, generally covered by private insurance).
	Meals	- Meal preparation - Meal delivery	- Support to prepare meals in the home. - Pre-prepared meals.	- General expenses: - cost of ingredients - takeaway food delivery - meal delivery for other members of the household.

Further Resources

Australian Government

Services Australia	servicesaustralia.gov.au	132 300
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My Aged Care	myagedcare.gov.au	1800 200 422
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Aged Care Quality and Safety Commission	agedcarequality.gov.au	1800 951 822
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Australian Department of Health and Aged Care	health.gov.au	
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Tasmanian Government

GP Assist (24 hours)		1800 022 222
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Tasmanian Concessions	concessions.tas.gov.au	
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Tasmania Elder Abuse Helpline	1800 441 169	0457 806 963
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Emergency Respite		1800 242 636
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Mental Health Access helpline		1800 332 388
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Primary Health Tasmania	primaryhealthtas.com.au	1300 653 169
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Aged Care Advocacy Services

Council on the Aging
Tasmania

cotatas.org.au

6231 3265

Older Persons
Advocacy Network

opan.org.au

1800 700 600

Ageing Australia

[ageingaustralia.
asn.au](http://ageingaustralia.asn.au)

1300 222 721

Contact us

Call: 1300 364 876

Email: info@careforward.com.au

Visit: www.careforward.com.au

Hobart (Head Office)

Level 1, 6 Bayfield St,
Rosny Park, TAS 7018

Launceston

1/403 West Tamar Hwy,
Riverside, TAS 7250

Devonport

11 Steele St,
Devonport, TAS 7310

Burnie

26-30 Cattley Street,
Burnie, TAS 7320

Life Threatening Emergency 000

GP Assist (After hours, urgent
medical advice) 1800 022 222

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