



Enriching later life

FAQs

Supporting you and your family is our top priority.

 **3871 3220**



INTRODUCTION

We, Jubilee Community Care, want to empower you to make the right choices when it comes to getting older and needing support and care to live at home or with your family. It is important to plan and to be able to do this effectively we hope to answer a few questions that you may have been asking. We hope that this will provide you with the knowledge to make the most out of the services available to you and enable you to continue living within your community whilst being safe, healthy, active and fulfilled.

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NAVIGATING AGED CARE

If you are over 65 years of age

Aged care in Australia focuses on assisting people to live at home and having greater input into the care services they access. If you are over 65 or over 50 years if you are Aboriginal or Torres Strait Islander, and looking for care and support, you can access support services in different ways.

Eligibility

Eligibility for help at home is initially assessed by the My Aged Care. A My Aged Care representative will conduct an initial screening with you over the phone then refer you for an assessment with either an Aged Care Assessment Team (ACAT) or the Regional Assessment Service (RAS), depending on the level of care you may need.

Commonwealth Home Support Programme

Commonwealth Home Support Programme is an entry level, short term home help programme funded by the Australian Government for older people who are able to live on their own but don't yet need higher levels of support in their home.



Home Care Package

Home Care Packages provide you with care and support to keep you safe and well at home. Home Care Packages are offered by the Australian Government to clients assessed as requiring ongoing/longer term care in their own home.

My Aged Care can arrange an assessment to determine a level of care suitable for your individual needs:

- ➔ Level 1 – basic care needs
- ➔ Level 2 – low-level care needs
- ➔ Level 3 – intermediate care needs
- ➔ Level 4 – high care needs.

Jubilee Community Care offer care and support services across all levels and once you know what level you have been assigned, ask for Jubilee Community Care to be your service provider or contact our office 3871 3220. We will then contact you to arrange a confidential meeting to discuss the services you want.

If you are under 65 years

If you are under 65, or an Aboriginal or Torres Strait Islander person aged under 50.

If you need help to stay living at home and in your community, you may be eligible for assistance from Queensland Community Care. This program provides basic support (usually one to five hours per week) to people with a disability or condition that restricts their day-to-day living.

Jubilee Community Care can determine your eligibility and assess your needs. Please contact our office 3871 3220 and we will then arrange an assessment with you in your home.

Jubilee Community Care can help you with light housework, showering and dressing, getting to and from places, and getting meals prepared

Non Government Support Services

We provide private care and support services for people who need immediate assistance or who do not wish to go through the Government assessment and income test process. We will work with you to organise supports that meet your needs.

Call Jubilee Community Care today 3871 3220 to arrange immediate support at home or speak to your GP who can refer you to Jubilee Community Care.



CARE AND SUPPORT SERVICES

Depending on your eligibility and need, the services that we are able to provide include:

Transport

We can take you to appointments or the shops.

Shopping

Our staff can assist you with your shopping or we can do your shopping for you.

Cleaning and Laundry

We are able to provide help with light domestic tasks such as vacuuming, mopping, dusting and cleaning surfaces.

Preparing Meals

We can assist you to prepare a meal or we can organise a service for you with meals on wheels.

Activities and Outings

We offer a wide range of social activities and outings; keep fit with our weekly exercise and hydrotherapy classes or head out with our Jubilee Wanderers on their latest adventure. Our activities staff organise a wide variety of events to suit everyone from music and dancing to fish and chips on the beach and everything in-between. We will pick you up and drop you off at your home in our own mini bus.

The activities calendar is published every month in our newsletter and we encourage you to book your place on an activity as soon as possible.

Social Support

We can help you to attend social or medical appointments and assist with administration tasks such as accompanying you to the bank or to pay bills and write letters.

Respite Care

We can provide care and support to you whilst your carer pursues their own activity or interest in the knowledge that you are being cared for.

Personal Care

We can help you with showering and dressing.

Monitoring of Medication

We are able to monitor care recipients to ensure that their medications are taken as prescribed.

Clinical and Nursing Services

Nursing staff can provide you with clinical and nursing services to meet your needs.



FEES FOR SERVICE

Home Care Packages

If you take up a Home Care Package you may be asked to pay one or both of the following:

- ➔ an income-tested care fee assessed and determined by the Department of Human Services
- ➔ co-contribution fee, up to 17.5% of the single basic aged pension

To request an assessment prior to commencing a package:

- ➔ if you receive a means-tested income support payment, you can either complete your contact details and sign the (Aged Care Fees Income Assessment SA456 form) or you can call the Department of Human Services on 1800 227 475 to trigger the pre-commencement assessment or
- ➔ if you do not receive a means-tested income support payment, you will need to complete the entire (Aged Care Fees Income Assessment SA456 form).

There are annual and lifetime caps that apply to the income-tested care fee. Once these caps are reached, you cannot be asked to pay any more income-tested care fees.

Commonwealth Home Support Program and Queensland Community Care Program

If you receive your services through the Commonwealth Home Support Program or Queensland Community Care program, you will be asked to pay a small fee. This fee contributes to the cost of delivering services such as staffing or for equipment costs.

Veterans Home Care

A small co-payment fee applies as advised by the Department of Veteran's Affairs

Non-Government Subsidised Services

Our fee for service is charged at the cost of providing the service.



JUBILEE COMMUNITY CARE SERVICES

Rostering Support Workers to your service

We will roster a small number of Support Workers to your service, this will enable you to get to know your Support Workers. Our staff will respect you, your dignity, confidentiality and develop a relationship with you built on trust and respect.

Your preferred days and times of service

We will organise your care and support services on the day(s) and time(s) of your choosing.

Whilst 99% of our services run on time we ask for your understanding if your Support Worker arrives up to 30 minutes before or after the expected time of your service. Such situations may arise if your Support Worker encounters issues outside of their control; rescheduling of the Support Workers roster due to road traffic, incidents or emergency situations encountered during the course of their work.

Our administration staff will telephone you if your Support Worker is expected to be more than 30 minutes before/after your schedule service time, please be reassured that situations of this kind are rare but unfortunately sometime happen.

Actions we take when your Support Worker is on annual leave or absent on the day of your service

Our Support Workers work on average 2 to 3 days per week. If one of your regular Support Workers is taking annual leave or not able to attend work on the day of your service, our aim is to roster another of your regular Support Workers to provide your service. If this is not possible we will ensure your service is covered by one of our Support Workers.

Our Staff are permanent, which provides continuity of care

Our Support Workers are employed on permanent contracts of employment not casual unless that is their choosing or they are in their probationary period.

We are all police checked, qualified and experienced to provide you with the best care

All employees and volunteers at Jubilee Community Care have Police Clearance Certificates, reference checks are made pre-employment, they attend a formal induction process, annual mandatory training and receive additional training to provide care such as medication assistance and dementia care. They are trained and experienced in providing light domestic assistance, personal care, meal preparation, transport and social support services.



How can I cancel a scheduled service?

If you wish to cancel a scheduled service please inform our office 3871 3220. We do not charge for services when you cancel a pre-arranged service with more than 2 days notice.

For services cancelled with less than 2 days notice, the charge for the service may apply, as it is unlikely that we will find alternative work for your Support Worker at short notice. Your Support Worker will be paid for their rostered time; this is a contractual obligation of employment. Our source of income to pay your Support Worker comes from the service that your Support Worker was rostered to provide for you. By ensuring that we maintain paid hours of work for our staff, we are able to recruit and retain high quality employees for the benefit of you and clients of Jubilee Community Care.

What happens if I go into hospital?

If you have to go into hospital please arrange for someone to advise us, we accept that sometimes this may not be possible. Your services can be resumed when you return home.

What happens if I am not home or unable to answer the door for my scheduled service?

During your initial meeting with one of our Coordinators you will be asked for the actions you would like us to take in case of an emergency or if you do not respond when your Support Workers attends for your scheduled service. These actions will be documented and deployed if such a situation arises. We recommend that you have a key safe installed outside of your property and provide consent for your Support Workers to access your home in the situation of you not responding to their scheduled visit.

What happens if I am away for an extended period of time?

In such circumstances, please liaise with our office on 07 3871 3220 or emailing admin@jccagedcare.org.au.

Payment for services

Direct Debit is our preferred method of payment. The frequency of payments is set out in the Direct Debit Form and by the due date nominated by us. You can also pay by BPAY (via telephone or internet banking) or direct deposit to the Jubilee Community Care Inc bank account.

I would rather my domestic service at 8am?

Whilst we endeavour to satisfy each of our client's time preferences, we hope you can understand that daily essential services such as Personal Care, Medication Prompts and Breakfast Meal Preparation need to be prioritised to be completed earlier in the day, which means in turn that the larger service provisions such as domestic and social support may have to be rostered to occur later in the day.



I can purchase a private cleaning service at a cheaper price than what is provided by service providers.

Our Support Workers are employed on permanent contracts of employment not casual unless that is their choosing or they are in their probationary period.

All employees and volunteers at Jubilee Community Care have Police Clearance Certificates, reference checks are made pre-employment, they attend a formal induction process, annual mandatory training and receive additional training to provide care such as medication assistance and dementia care. They provide light domestic assistance as part of their duties that includes personal care, meal preparation, transport and social support.

Smoke Alarm

You will need to have a working smoke alarm in your home as your home will be the workplace for your Support Worker. We request that you do not smoke in your home when your Support Worker is assisting you in your home or when travelling in a vehicle with your Support Worker.

Cleaning Products

Support Workers are not permitted to use bleach based products or any corrosive chemicals. We ask you to consider your Support Worker by purchasing non-hazardous chemical for their use in your home.

What about dogs?

As the behaviour of dogs can be unpredictable, we ask you to make sure that any dog, other than an assistive dog, is restrained outside whilst your support worker is in your home.

If you want to terminate our service

You may terminate our service for any reason by providing us with 14 days written Notice.

Termination by Jubilee Community Care

In certain circumstances, we may terminate our service with you by providing 14 days' written notice to you only if:

- ➔ you cannot be cared for in the community with the resources available to us;
- ➔ you advise us in writing that you wish to move to a location where we do not provide Home Care services;
- ➔ you advise us that you no longer wish to receive Home Care services from us, or you want to move to an alternative service;
- ➔ your condition changes to the extent that you no longer need Home Care services or your needs can be met more appropriately by other types of services or care;
- ➔ you do not meet your responsibilities, as described in the Charter of Rights and Responsibilities for Home Care, for a reason within your control; or
- ➔ you commit a Material Breach of this Agreement.

If, acting reasonably, we consider you have breached a Material Term of this Agreement, then we may give you written notice:

- ➔ if the default is capable of being remedied by you, advising you that you must remedy the default within 14 days; or
- ➔ if the default is not capable of being remedied by you, terminating this Agreement in accordance with this clause.

HOME CARE PACKAGE CLIENTS

Income Tested Fee

As part of the assessment process in accessing a Home Care Package you may be advised by the Department of Human Services to pay your service provider towards the cost of your care. This is known as an “income-tested care fee”. The care subsidy paid to a service provider by Government for your care is reduced by the “income-tested care fee”.

There are annual and lifetime caps that apply to the “income-tested care fee”. Once these caps are reached, you cannot be asked to pay any more income-tested care fees.

Basic Care Fee

Everyone taking up a Home Care Package can be asked by their service provider to pay the basic fee in addition to the income-tested care fee”. This basic fee increases in March and September each year in line with changes to the Age Pension.

Working within your budget as a Home Care Package Client

A personalised budget will be developed in partnership with you. You will be able to see how much funding is available for services and choose how this funding is spent. You will also receive a monthly income and expenditure statement which will show what funds have been expended in the month as well as the balance of remaining available funds, including any Unspent Funds.

An administration fee will be charged to your package to cover costs including insurances, government reporting requirements, corporate overheads, contract establishment expenses, costs associated with package set up expenses; care planning; reviews; formal reassessments; coordination of care and services and general support to you.

Amounts included in the budget for the cost of delivery of services by Support Workers are subject to change and may increase if our costs of engaging those Support Workers increase.

Unspent Funds for Home Care Packages Clients

Unspent funds is the current amount of money not spent or committed to the care from the budget of a clients on a Home Care Package. This is calculated from the total amount of home care funding paid by Government (subsidy) and client (income tested fee and/or basic fee) to their service provider.

If a client ceases care with their service provider, any unspent funds will be:

- ➔ transferred to their new home care provider; or
- ➔ if the client leaves home care, any unspent funds will be returned to the Commonwealth (if a client enters into permanent residential aged care/deceased) and to the client or their estate.

The amounts will be calculated and applied to any unspent funds based on the percentage of contribution by Government and client to total home care funding for the period between 1 July 2015 or the date on which the client started receiving home care with their service provider – whichever is later and the date on which their service provider ceased providing home care to the client.

Exit Fee

Jubilee Community Care does not charge clients an exit fee if they move to another service provider.

An exit amount is a charge that a service provider can deduct from a client's unspent home care package funds if the client leaves their care (either because the client decides to change to another home care provider, or the client leaves home care). The exit amount is intended to allow providers to recover administrative costs associated with determining and making payment of unspent home care amounts.

Top Up Services

You may wish to "top up" your services by purchasing additional services. Any additional charges for top up services will be separately identified on your invoice.



Jubilee

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