

Flexihealth Consumer Directed Care (CDC)



Home Care Packages



About the Program

Flexihealth is a Home Care Package (HCP) program delivered by Bass Coast Health.

The package operates according to government guidelines which are determined by the Commonwealth Department of Social Services.

All Home Care Packages are offered under the Consumer Directed Care approach which puts the client in the drivers seat. It means you will have a lot more opportunity to say how your funds are allocated.

Home Care Packages are funded by the Department of Social Services.

What are Home Care Packages?

For many people, living in the comfort of their own home is an important part of growing older.

A Home Care Package is the delivery of services relevant to your personal needs. It enable's you to live at home safely.

Who are Flexihealth Home Care Packages for?

Frail older people who live in the Bass Coast Shire.

People who have been assessed as eligible by the Aged Care Assessment Service (ACAS).

There are no citizenship or residency restrictions.

How can I get a Home Care Package?

To be eligible to receive a package, you must first be assessed by the Aged Care Assessment Service (ACAS).

An assessment will determine if a Home Care Package is appropriate for you. This assessment is free and is conducted at your home.

All requests for an Aged Care Assessment have to be submitted via My Aged Care on 1800 200 422.

You may arrange your Doctor, District Nurse, Social Worker or health provider to contact ACAS directly on your behalf.

How do Home Care Packages Work?

Once you are made eligible for a Home Care Package a Case Manager will contact you.

The Case Manager will arrange a time to meet with you and your family, carer or advocate.

The Case Manager will discuss with you the types of services, level of funding available to you and the fees you will be required to pay.

They will work with you to make decisions in order to make informed choices about the care you will receive.

You and your family, carer or advocate have the right to choose the type and level of care provided to you. You are involved in deciding what care you need, by whom and when and how it is provided.

Services can be ongoing or on a one-off basis, they are flexible and can change as your needs change within the program.

You will receive a monthly statement which will show the funds you have available to provide care, how much has been spent and what the money has been spent on. Any unspent funds will carry over to the next month.

What is a Case Manager

The Case Manager becomes a first point of contact for you. They work with you to identify services that will best meet your care needs, they will:

1. Provide you with a Care Plan outlining services you are receiving
2. Monitor your ongoing needs as they may change over time and adjust delivery of service accordingly
3. Coordinate services with ongoing assistance provided by informal carers like family, friends and neighbours.

What is a Care Plan?

The Care Plan describes services you are to receive. It will include delivery details, for example; name of service provider, day, time and duration of service delivery and what the service consists of.

You will receive a copy of your Care Plan that will be reviewed 6 monthly and or at your request. You will work together with your case manager making your care plan responsive to your needs.

What can be included in the Care Plan?

- Assistance with your meals
- Personal Hygiene, e.g. Showering & Dressing
- Home Care, e.g. Cleaning
- Personal Care, e.g. shopping assistance
- Carer Support
- Transportation to appointments
- Aides & Equipment for the home
- Access to social and recreational activities, e.g. Planned Activity Group
- Assistance with maintaining your health
- Assistance accessing information
- Some home maintenance and gardening services

How much will you Pay?

You are asked to contribute a fee towards your services provided. This will be discussed with you at your first meeting.

You may also be subject to income testing by the government according to your assets. This fee will be determined by Medicare.

The Case Manager will consult with you and or advocate to provide further detail regarding fees.

You will not be denied a service you need because you cannot afford to pay.

Can all Requests for Services be Met?

If your request falls within the guidelines it will be acted upon provided you have enough funds in your package to pay for your services.

All requests are considered on an individual basis and you may speak to your Case Manager regarding these requests.

What is a Home Care Agreement?

Before you receive care you will be offered a HCP Agreement to sign. This sets out your rights and responsibilities and those of your HCP provider. It includes the following:

- Your Rights and Responsibilities
- Privacy & Confidentiality
- Complaints & Feedback – you have the right to complain
- Responsibilities of Bass Coast Health
- Security of Tenure – when you are away for an extended time
- Termination of Services – your right to leave the program

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- Capacity to Provide Services – Bass Coast Health’s right to close the program
 - Fees – the amount and type of fees that can be charged
 - Leave entitlements – your entitlement to temporarily suspend care provided

Your Rights as a Consumer

The Home Care Program must comply with The Quality of Care Standards and The Aged Care Act 1997 set out by the Commonwealth Government.

You have the right:

- To be involved in deciding the community care most appropriate for your needs.
- To be given information to help you make informed choices.
- To be given a care plan.
- To receive community care that takes into account your lifestyle, cultural, linguistic and religious preferences.
- To access relevant social activities and community program.
- To be treated with dignity and your privacy respected.
- To complain about the services you receive without fear of disadvantage or loss of care.
- To choose a person to speak or act on your behalf, for any purpose.
- To receive a financial statement each month, this will show your incoming funding and outgoing expenditure.

What if my care needs increase?

Your Case Manager will regularly discuss your HCP package with you to make sure that services provided continue to be appropriate.

If your care needs increase beyond what can be provided under a Home Care Package, your Case Manager will discuss options and help you to find a more appropriate service.

Who do I Contact?

Bass Coast Health

Flexihealth Home Care Packages

235 Graham Street

Wonthaggi, VIC, 3995

t: 03 5671 3476

f: 03 5671 3300

e: Flexihealth@basscoasthealth.org.au



Locations

Cowes	03 5951 2100	14 Warley Ave Vic. 3992
Corinella	03 5671 9200	48 Smythe St Vic. 3984
Grantville	03 5671 3500	Cnr Bass Hwy & Pier Rd Vic. 3984
Inverloch	03 5671 3343	14 Reilly St Vic. 3996
San Remo	03 5671 9200	1 Back Beach Rd Vic. 3922
Wonthaggi	03 5671 3333	235 Graham St Vic. 3995 (Hospital)

Feedback

Complaints, compliments and feedback forms, our fees policy and donation form can be found on our website www.basscoasthealth.org.au.

Funding Recognition

Bass Coast Health acknowledges the support of the Commonwealth and Victorian Government.

Aboriginal Acknowledgement



Bass Coast Health acknowledges Aboriginal people as the traditional custodians of the land on which we operate. We commit to working respectfully to honour their ongoing cultural and spiritual connections to this country.

Helpful Emergency Contact Information

Emergency Services	000
GP Help Line	1800 022 222
Nurse on-call	1300 606 024
Lifeline	13 11 14
Beyond Blue	1300 224 636



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