

Complaints

You are entitled to make, without fear of reprisal, any complaint about the provision of community aged care. Clients, relatives or representatives may contact the following organisations at any time if they have issues of concern.

Baptcare

General Manager Community Aged Care
Ph: (03) 9831 7222

Commonwealth Department of Health and Ageing

Ph: (03) 9665 8888 or 1800 550 552

Elder Rights Advocacy Service

Ph: (03) 9602 3066 or 1800 700 600

Baptcare's mission

"Excellence in Christian care for individuals, families and the community."

Baptcare's values

Respect – Justice – Commitment – Integrity – Accountability – Co-operation

Locations of community aged care offices

Victoria

Barwon South West – Geelong

132 Yarra Street
Geelong VIC 3220
Ph: (03) 5229 6559

Barwon South West – Warrnambool

65 Fairy Street
Warrnambool VIC 3280
Ph: (03) 5561 3720

Eastern Metropolitan

Suite 2/35 Seymour Street
Ringwood VIC 3134
Ph: (03) 9871 6555

Gippsland – Bairnsdale

Shop 2, 107 Nicholson Street
Bairnsdale VIC 3875
Ph: (03) 5152 3696

Gippsland – Korumburra

Unit 2/43 Commercial Street
Korumburra VIC 3950
Ph: (03) 5658 1244

Gippsland – Morwell

116 George Street
Morwell VIC 3940
Ph: (03) 5136 8200

Hume – Wallan

2/88 Watson Street
Wallan VIC 3756
Ph: (03) 5734 1200

Hume – Chiltern

1 Main Street
Chiltern VIC 3683
Ph: (03) 5726 1097

Baptcare seeks to empower individuals to reach their full potential in all aspects of their life and to strengthen communities so that no one is left isolated, lonely or in need. At Baptcare, we see what could be, not what is.

Loddon Mallee

391 Hargreaves Street
Bendigo VIC 3550
Ph: (03) 5444 0464

Northern Metropolitan

Suite 8/50 Upper Heidelberg Road
Ivanhoe VIC 3079
Ph: (03) 9490 0000

Southern Metropolitan

362 Nepean Highway
Frankston VIC 3199
Ph: (03) 9784 3777

Western Metropolitan

Suite 10/2 Devonshire Road
Sunshine VIC 3020
Ph: (03) 8311 6200

Tasmania

Orana

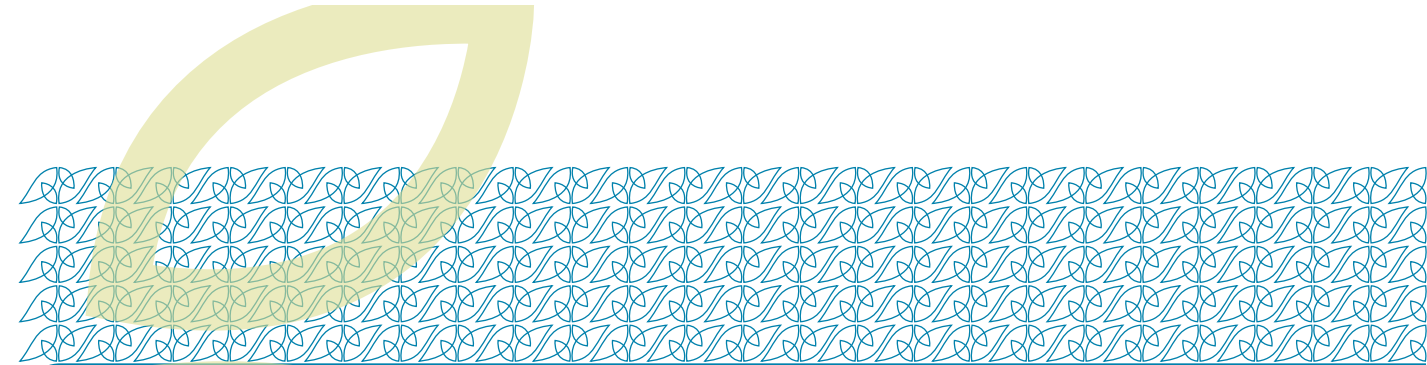
31 Murray Street
East Devonport TAS 7310
Ph: (03) 6427 9511

Our central office is located at:

Ground Floor, 1193 Toorak Road
Camberwell VIC 3124
(PO Box 230, Hawthorn Vic 3122)
Ph: (03) 9831 7222
Fax: (03) 9831 7272
Email: info@baptcare.org.au

www.baptcare.org.au

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Community Aged Care Community Aged Care Packages



Helping older adults to stay at home

Community Aged Care Packages (CACPs) are an Australia-wide program funded, regulated and monitored by the Commonwealth Government.

The aim of the package is to provide increased support to assist older persons, who are eligible for hostel level care, to remain living in their own home. These persons may or may not have a carer.

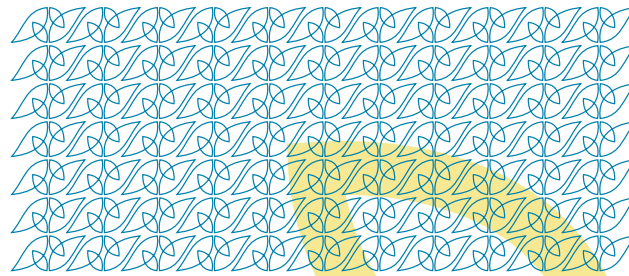
The package has two parts:

- Care Manager, responsible for case management.
- Funding / ability to purchase services to meet the individuals' specific needs.

What is a Care Manager?

A Care Manager is a person who provides support, care coordination and monitoring to clients and carers. The Care Manager:

- Is responsible for the care planning, coordination, monitoring and budgeting of services.
- Is the main contact point for clients, carers and service providers.
- Communicates with all parties in regards to what is to be achieved to assist with meeting the needs of the client.
- Undertakes an advocacy role where required to ensure the rights of the client (and other involved parties) are protected.
- Monitors and reviews the client's care plan and status to ensure the appropriate assistance is provided.



"Baptcare's service is absolutely sensational – they have made my life worth living again."
– **Husband of a community aged care client.**

Baptcare caters to the care needs of all individuals regardless of ethnic background, religion or income.

Eligibility

Firstly, your care needs must be assessed by the Aged Care Assessment Services (ACAS) who will assess you for the Community Aged Care Program. If a package is suitable they will complete the required paperwork.

Once approved, your name is placed on our waiting list. When a vacancy is available you will be contacted by a Care Manager, who will discuss / assess your care needs and develop a care plan with you.

Contact details for your local Aged Care Assessment Team may be obtained from your local Commonwealth Carelink Centre, 1800 052 222.

What services can be provided?

Individually tailored packages may use any of the following supports or services:

- Meal preparation.
- Social support and companionship.
- Home and garden care.
- On call 24 hour support.
- Personal care - assistance with showering, dressing, toileting, grooming and eating.
- Domestic assistance - vacuuming, washing floors, dusting, washing clothes and ironing.
- Transport - to attend shopping, banking and medical appointments.
- Respite - both in-home and residential.
- Other services - pastoral care services and an equipment loan system to meet individual needs as required.

Fees

There is a fee that clients are asked to pay toward their weekly package of care. For clients on a pension, a maximum fee of 17.5% of your income has been set by the Government. These costs will be discussed with you at the time of admission to the program.

Clients will not be disadvantaged from accessing the program if they are experiencing financial difficulties.

CACP recipients have the right to fair access to services that:

- Consider cultural and religious backgrounds.
- Meet individuals specific care needs.
- Respect the privacy and confidentiality of medical information, including health status, assessed treatment needs and the range of services being provided.

CACP recipients have a responsibility to:

- Provide accurate information on matters relating to health needs.
- Be considerate of the rights of those providing care.
- Ensure that a safe working environment is provided for carers entering your home.

This service is supported by financial assistance from the Australian Government and the Victorian Government.