

## 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

### 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.

"Baptcare" is the trading name and a registered trade mark of Baptist Community Care Ltd.  
"Bringing care to life" is a trade mark of Baptist Community Care Ltd. ABN 12 069 130 463

### 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

### 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](mailto:info@baptcare.org.au)

[www.baptcare.org.au](http://www.baptcare.org.au)

## Community Aged Care Extended Aged Care at Home Dementia



Extended Aged Care at Home Dementia (EACH D) packages are part of an Australia-wide program that is funded, regulated and monitored by the Commonwealth Government.

EACH D assists older people who are assessed as having high needs and who experience difficulties in their daily life because of symptoms associated with their Dementia, to remain living in their own home.

A Care Manager will be allocated to assess the client's needs, and in conjunction with the client and their family, develop a care plan that will assist in meeting these needs. The Care Manager will provide, arrange and purchase services on behalf of the client and ensure they are delivered appropriately.

The Care Manager is the contact person for the client and their family, as well as the liaison person with other service providers.



### Services and support that may be provided through an EACH D package

The appropriate services and supports will be tailored to the individual client based on their assessment, and may include:

- Case management and coordination.
- Personal care.
- Home care.
- Home maintenance.
- Technical nursing.
- Carer support, in-home respite, assistance to access residential respite.
- Minor home modifications.
- Continence management.
- Mobilisation aids.
- Allied health such as physiotherapy, podiatry and occupational therapy, day therapy and day activity.
- Equipment.
- Laundering of specialised linen.
- The provision of food and meals is not included in an EACH D package but assistance can be given to prepare, eat or shop for food.

### Eligibility

To be eligible for an EACH D package a person must:

- Have been assessed by the Aged Care Assessment Service (ACAS) as requiring high-level residential care and also be eligible for flexible care.
- Express a preference to receive an EACH D package, having been advised of alternative options.
- Be assessed by the Care Manager to ensure that care needs are able to be met within the program guidelines.
- Admission to an EACH D package will be decided on the basis of need for care as assessed against the EACH D eligibility criteria.

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

### Fees and charges

There is a fee that clients are asked to contribute towards their weekly package of care. These are in keeping with the Department of Health and Ageing guidelines. If you receive a full pension the fee will not exceed 17.5% of your income.

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 experience financial difficulties.

### Leave

A care recipient is able to take a holiday, enter hospital, access residential respite or temporarily receive alternate care without losing access to the package on their return. The maximum leave allowable is 56 days per year, 28 days of which can be for social leave only.

EACH D package 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.

EACH D package 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.

A Home Safety Assessment will be carried out as part of your initial assessment.

