

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 Aged Care

PH: 03 9665 8888

RCR (Advocacy)

PH: 03 9602 3066

Who can make a referral to the EACH Program.

Residents can be referred to Baptcare's EACH Program by ACAS, GP's, Hospital Liaison Staff, Post Acute Care, Councils, a relative or the person themselves. The referral may be via phone, fax or post.

Contact

Baptcare (Central Office)

Level 1/1193 Toorak Road
Camberwell VIC 3124
(PO Box 230 Hawthorn VIC 3122)
Ph 03 9831 7222
Fax 03 9831 7272
Email cac@baptcare.org.au
www.baptcare.org.au

Baptcare provides innovative and holistic family and disability care, community aged care and residential aged care to the Victorian community. All donations over \$2 are tax deductible.

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Community Aged Care Extended Aged Care at Home



The Extended Aged Care at Home (EACH) Program is a part of Bapcare, a progressive, caring, not for profit organisation that provides a range of programs including Youth and Family Services, Community Aged Care Packages (CACPS), Day Therapy and Day Activity Programs, Low and High Care Residential Facilities and Bargain Centres.

It is funded by the Commonwealth Government to support older people, who are at nursing home level of care to remain living in their own home, if that is their choice.

This program is able to assess the client's needs, and in conjunction with the client and their family, develop a care plan which will meet these needs. The Care Manager is able to provide, arrange and purchase these services on behalf of the client and to ensure they are delivered appropriately.

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



Eligibility

To be eligible for an EACH package a person must:

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

Bapcare caters to the health 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.

Fees are direct debited monthly from your bank account. Please speak with your Care Manager/Coordinator if you have any concerns regarding this method of payment.

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.

Services and Support that can be provided through an EACH Package:

- 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 appropriate services and supports will be tailored to the individual client based on their assessment.
- The provision of food and meals is not included in an EACH package but assistance can be given to prepare, eat or shop for food.

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