



HOME CARE PACKAGES (HCP)



Delivered on a Consumer Directed Care Basis

Australian Croatian Community Services (ACCS) supports senior citizens of the community who require assistance to remain living at home through individually tailored support services called 'Home Care Packages'.

There are four levels of Home Care packages, which are designed to provide the care required. Levels 1 and 2 are designed to help people with basic or low level care needs. Levels 3 and 4 help people with intermediate with high care needs.

Services are delivered using a Consumer Directed Care (CDC) approach, which gives the elderly person choice and flexibility in the way their care is provided.

HOW DO I GET A HOME CARE PACKAGE?

To receive a Home care package you need to be assessed as eligible by the Aged Care Assessment Services (ACAS). If you think you or someone you know would benefit from HCP, please contact your doctor, local hospital or My Aged Care on 1800 200 422 to arrange an ACAS assessment.

Once you have been assessed as eligible by the ACAS team and we have a package available, one of our Coordinators will sit down with you and your representative to develop a package that meets your care and support needs.

SERVICES

The range of care and services may vary according to the level of care and can include:

- **Care services** - Personal service, Activities in daily living, Food and nutrition, Health and wellbeing, Mobility
- **Support services** - Home help, Gardening, Transport, Home safety assessment, Home maintenance
- **Clinical services** - Access to other health services as needed
- **Leisure interests and other activities** - Community activities, Hobbies and lifestyle interests

Every person can design their own care plan according to their needs and preferences. Services will be tailored to assist the elderly person to maintain independence and continue to participate in activities which are important to them.

WHAT DOES A HOME CARE PACKAGE COST?



Home Care packages are subsidised by the Australian Government. While the Government pays for the majority of your Aged Care fees, there is also a client fee component and your fees may vary according to your income and assets. For example, if you are on the basic pension, the maximum amount you would be asked to contribute is 17.5% of your pension.

ACCS manages the Home Care packages and funds, to ensure that services and support meet legislative requirements. The elderly person has an individualized budget that shows how much funding is available and how the budget will be spent on their preferred services.

Expenses will include the cost of chosen services and equipment, contingency funds, ACCS administration and care coordination charges.

ADVOCACY

ACCS encourages people to nominate an advocate of their choice. This may be a family member or an advocate may be accessed via the: Aged Rights Advocacy Service, Toll free number 1800 700 600.

COMMENTS AND FEEDBACK

ACCS welcomes comments and feedback regarding the services provided. The open and transparent feedback process encourages people to raise any concerns with ACCS in the first instance. If your problem is not resolved, there are other support options that you may wish to access. The Aged Care Complaints Scheme is a free and confidential service and can be contacted on 1800 550 552.

CONTACT DETAILS

For more information regarding the Home Care packages please contact us

4-8 Parker Street
FOOTSCRAY Vic 3011
PO Box 2140
Phone: 03 9689 5811
Fax: 03 9689 8419

128-130 Walker street
DANDENONG Vic 3175
PO Box 7006
Phone: 03 9791 6000
Fax: 03 9791 6011

e-mail: hcp@accs.asn.au
www.accs.asn.au



PROGRAM “PAKETI KUĆNE SKRBI”



Po uzoru na želje korisnika usluga

Australsko hrvatske društvene usluge (AHDU) pomažu starijim članovima zajednice koji, kako bi ostali živjeti u svojoj kući, trebaju pomoć, i to kroz individualno prilagođen program usluga nazvan “Paketi kućne skrbi”.

Postoje četiri stupnja paketa kućne skrbi osmišljenih da na najbolji način pokriju potrebe skrbi korisnika. Prvi i drugi stupanj njege prilagođen je osobama s osnovnim potrebama dok su 3. i 4. stupanj prilagođeni osobama sa složenijim potrebama .

Usluge se provode po modelu “Pomoć prema željama korisnika” koji starijoj osobi pruža izbor i fleksibilnost kada je u pitanju način provođenja skrbi.

KAKO JA MOGU DOBITI PAKET KUĆNE SKRBI?

Da bi dobili Paket kućne skrbi vaše se potrebe prvo trebaju procijeniti od strane državne službe “Aged Care Assessment Services” (ACAS). Ukoliko mislite da bi vi ili netko koga poznajete imali koristi od ovakvog programa, kontaktirajte svog liječnika, lokalnu bolnicu ili nazovite “My Aged Care” na 1800 200 422 kako bi zakazali termin za procjenu.

Jednom kada vam je odobren ovaj program od strane službe ACAS, a mi imamo slobodan paket, jedan od naših voditelja programa će zajedno s vama i vašim zastupnikom napraviti plan skrbi koji će najbolje odgovarati vašim potrebama.

VRSTE USLUGA

Obim i vrsta pružanih usluga variraju te ovise o samom stupnju skrbi, a mogu uključiti slijedeće:

- **Usluge njege** - pomoć pri održavanju osobne njege, pomoć pri aktivnostima u svakodnevnom životu, pravilnu prehranu, zdravlje, mobilnost
- **Usluge potpore** - pomoć u domaćinstvu, održavanje vrta, prijevoz, procjenu sigurnosti u kući, preinake u kući (rampa, rukohvat)
- **Kliničke usluge** - pristup drugim zdravstvenim službama, po potrebi
- **Slobodno vrijeme i druge aktivnosti** - aktivnosti u zajednici, hobiji i drugi interesi



Svaka osoba može sastaviti svoj osobni plan skrbi u skladu sa svojim potrebama i željama. Vrste usluga će se prilagoditi starijoj osobi u svrhu pomoći očuvanja neovisnosti i daljnjeg sudjelovanja u aktivnostima bitnih za tu osobu.

KOLIKO KOŠTAJU PAKETI KUĆNE SKRBI?

Paketi kućne skrbi subvencionirani su od strane Australske vlade. Vlada pokriva većinu troškova vaše skrbi, međutim postoji i određena naknada koju ćete Vi trebati platiti. Visina naknade ovisit će o vašim prihodima. Na primjer, ukoliko primete osnovnu starosnu mirovinu, najviši iznos koji ćete možda trebati platiti je 17.5% od vaše mirovine.

AHDU se brinu da su obveze programa Paketa kućne skrbi zakonski ispunjene.

Financijsko izvješće o tome koliko imate sredstava u vašem proračunu te koliko je utrošeno na dobijene usluge primat ćete redovito jednom mjesečno.

Pod troškovima usluga podrazumijeva se slijedeće: osnovne dnevne naknade, oprema, tzv. krizni fond, administrativni troškovi AHDU-a, te troškovi vođenja programa.

ZASTUPNIŠTVO

AHDU Vas potiče da nominirate zastupnika po svom izboru. To može biti član obitelji, a možete ga dobiti i ako nazovete zastupničku službu Aged Rights Advocacy Service na 1800 700 600. Poziv je besplatan.

PRIMJEDBE I POVRATNE INFORMACIJE

AHDU želi čuti vaše primjedbe i povratne informacije vezane uz pružene usluge. Otvoren i transparentan proces potiče ljude da prvo s AHDU-om riješe moguća pitanja ili nesuglasice. Ukoliko niste zadovoljni rješenjem Vašeg problema tada se možete obratiti Besplatnoj službi koja poštuje povjerljivost “The Aged Care Complaints Scheme” koja je dostupna na 1800 550 552.

KONTAKTIRAJTE NAS

Za više informacija u svezi Paketa kućne skrbi molimo kontaktirajte nas u jednom od naših ureda.

4-8 Parker Street
FOOTSCRAY Vic 3011
PO Box 2140
Phone: 03 9689 5811
Fax: 03 9689 8419

128-130 Walker street
DANDENONG Vic 3175
PO Box 7006
Phone: 03 9791 6000
Fax: 03 9791 6011

e-mail: hcp@accs.asn.au
www.accs.asn.au