



Thank you for choosing Country Home Services (CHS) as your provider of Commonwealth Home Support Program (CHSP) services.

The CHSP provides small amounts of entry-level support to assist people aged 65 years and over (50 years and over for Aboriginal and Torres Strait Islander people) to remain living at home and in their community. The CHSP program is funded to deliver services on a short-term episodic or ongoing basis, with a strong focus on activities that support independence and social connectedness and taking into account each person's individual goals, preferences and choices as assessed and stated on your Support Plan with My Aged Care.

You can learn more about the CHSP online at:

- My Aged Care - [www.myagedcare.gov.au/help-at-home](http://www.myagedcare.gov.au/help-at-home)
- Department of Health, Ageing and Aged Care - [www.agedcare.health.gov.au/programs/commonwealth-home-support-programme](http://www.agedcare.health.gov.au/programs/commonwealth-home-support-programme)

The CHSP is not designed for older people with more intensive or complex care needs. Clients who need ongoing high intensity care are outside the scope of this program.

### **Important Service Notes:**

#### **Charges (per hour or part thereof) current at 1/08/2024:**

Domestic Assistance / Social Support / Personal Care \$12.00 per hour

Home Maintenance \$17.50 per hour

### **Your Rights:**

On commencement, we will provide you with a signed copy of the Charter of Aged Care Rights which can be countersigned by you and returned, if you wish. We are required to meet all elements of this document. At all times, we want to hear from you if you believe your rights are not being upheld.

### **Your Responsibilities:**

- To provide us with information that will assist us to source the best possible support for you. To keep this information up to date by letting us know if any of this information changes including information that we may need to use in the event of an emergency.
- To provide a safe working environment for our workforce. We will conduct a risk assessment of your service. This is not because we think that you are a risk. It is because we need to identify all possible hazards that may cause injury or harm to you or our workers and rectify them.
- To treat our workforce with a level of respect and in a way that you expect to be treated yourself.
- To pay your agreed fee as per your statement. Your fees contribute to the cost of services as per current government funding requirements and it assists us to support more people in your community.
- To provide safe and working equipment to complete the tasks in your home. We understand that you want a service delivered your way using your preferred equipment and materials.

### **Service information:**

Services are delivered on the basis that we can resource them. In all cases, if we are not able to provide a service, we will work with you to source an alternative solution.

Your service/s will be documented in your service plan. You will be given a copy of your service plan on commencement and an updated copy if your services change.

Your service will be delivered by a member of our home care workforce. We utilise a mix of independent contractors and employed staff. Allocation of workers is based on suitability and availability for the services provided to you. All our home care workers are skilled in what they do, and they are also good at building relationships, being kind and caring about those around them. Our home care workers have different qualities; this enables us to connect you with a worker who is most suited to you. You are the expert when it comes to how you wish a service to be provided. It is important that you play an active role in communicating your needs at any given time.

- Your worker/s will be reviewed each year on a regular basis. This means that we check that they have met the provisions of a quality service. It is most likely that we will contact you when we are reviewing a worker as we want to know, from you, how the service is delivered and if it is meeting your needs.
- Services are delivered Monday to Friday, between the hours of 8.00am and 6.00pm. Services may be provided on weekends or a public holiday, where this has been negotiated and approved in advance. As you are the client, it is preferred that you are at home when services are delivered. We ask that you do this as it ensures that the service is delivered as per your assessed need. Services may be provided on occasions when you are not at home provided that this is agreed with your home care worker and is approved in advance. Our home care workers are required to work to schedules and it is important that you contact your worker promptly if a service is not required. (refer to the contact number on your CHS Fridge Magnet card). A cancellation fee of \$25 will be applied if services are cancelled with less than 12 hours' notice. Last minute hospital admissions will not attract a cancellation fee.
- Your service can be put on hold by you at any time.
- Feedback is important to us both good and bad. If something is not quite right or you are not entirely happy, **please** don't feel that you are complaining, or that negative feedback may impact your service. Please contact us so that we can work together to resolve any issues that you are experiencing for a positive outcome.

**Service Types – Inclusions and Exclusions:**

Domestic Assistance (DA)	
<ul style="list-style-type: none"> <li>✓ <i>Cleaning the general areas of your home including sweeping, vacuuming and/ or mopping floors.</i></li> <li>✓ <i>Cleaning the shower alcove, toilet and laundry areas including sweeping and/ or mopping floors.</i></li> <li>✓ <i>Wiping kitchen surfaces and high reach cupboards.</i></li> <li>✓ <i>A fridge check including cleaning and removing out of date items.</i></li> <li>✓ <i>Assisting with washing and ironing.</i></li> <li>✓ <i>Assisting with hanging out and/ or folding laundry.</i></li> <li>✓ <i>Assisting with meal preparation as required.</i></li> <li>✓ <i>Washing dishes.</i></li> <li>✓ <i>Unaccompanied shopping and bill payment.</i></li> </ul> <p><b><i>CHS does not supply cleaning products or equipment. You supply these when receiving a domestic assistance service. This ensures that the service is specific to you.</i></b></p>	<ul style="list-style-type: none"> <li>✗ <i>Accompanied Shopping or bill payment.</i></li> <li>✗ <i>Attendance at appointments.</i></li> <li>✗ <i>External window cleaning.</i></li> <li>✗ <i>Moving or rearranging furniture.</i></li> </ul>
Social Support (SS)	
INCLUSIONS	EXCLUSIONS
<ul style="list-style-type: none"> <li>✓ <i>Assisting you with your shopping, driving you there, pushing the trolley and/ or carrying heavy bags.</i></li> <li>✓ <i>Assisting you to attend appointments in your local community.</i></li> <li>✓ <i>Accessing local meetings of interest to you.</i></li> <li>✓ <i>Helping with shopping for special occasions.</i></li> <li>✓ <i>Someone to visit your home for a cuppa and a chat.</i></li> </ul>	<ul style="list-style-type: none"> <li>✗ <i>Unaccompanied activities such as bill-paying and shopping, which are considered Domestic Assistance.</i></li> <li>✗ <i>Social Support provided to the client in a group-based environment at, or from a fixed base facility away from their residence.</i></li> <li>✗ <i>Workers may assist clients to scheduled medical appointments and can wait for the client in the waiting room but are not required to attend the medical consultation.</i></li> <li>✗ <i>Personal Alarms and Home Monitoring Equipment.</i></li> </ul>

## Home Maintenance (HM)

INCLUSIONS	EXCLUSIONS
<ul style="list-style-type: none"> <li>✓ Garden maintenance to keep your immediate surrounds safe and free of hazards.</li> <li>✓ Checking/ changing the batteries in your smoke alarms.</li> <li>✓ Replacing light globes.</li> <li>✓ Removal of rubbish and/ or items from your yard.</li> <li>✓ Cleaning gutters.</li> <li>✓ Changing a tap washer/s</li> <li>✓ Affixing key hides.</li> <li>✓ Re-hanging a door or gate for safer access.</li> </ul> <ul style="list-style-type: none"> <li>• Any additional costs associated with Home Maintenance services such as dump fees, light globes, smoke alarm batteries are to be met by you.</li> <li>• Home Maintenance services are capped at a maximum of 2 hours per month (4-week schedule).</li> <li>• HM workers are not qualified / trained gardeners or horticulturalist experts.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Extensive gardening services – planting and maintaining natives and ornamental plants; the installation, maintenance and removal of garden beds, compost heaps, watering systems, water features and rock gardens; and landscaping.</li> <li>✗ Large tree removal/lopping.</li> <li>✗ Extensive pruning of trees and bushes.</li> <li>✗ 2nd storey/High roof gutter cleaning.</li> <li>✗ Capital improvement to the property.</li> <li>✗ Any task where professional trade expertise is required.</li> </ul> <ul style="list-style-type: none"> <li>• Yard maintenance and gardening services must directly relate to ensuring client safety, rather than maintaining a garden's visual appeal or aesthetic value.</li> </ul>

## Personal Care (PC)

INCLUSIONS	EXCLUSIONS
<ul style="list-style-type: none"> <li>✓ Assisting you with self-care activities such as washing your hair, back, lower legs and feet etc.</li> <li>✓ Applying moisturizer including sorbolene cream.</li> <li>✓ Helping you in and out of the shower.</li> <li>✓ Assisting with getting dressed for the day.</li> <li>✓ Helping you get ready to go out and about.</li> <li>✓ Help to make bed and tidy bathroom.</li> <li>✓ Assistance with client self-administration of medicine (including from dose-administration aids and reporting of failure to take medicines)</li> </ul>	<ul style="list-style-type: none"> <li>✗ Use of lifting equipment.</li> <li>✗ Wound care and management, bandaging, applied dressings.</li> <li>✗ Allied health and therapy services, such as podiatry, speech therapy, physiotherapy, hearing and vision services, and other clinical services.</li> </ul>

## Minor Home Modifications (HMD) – Inclusions

- ✓ Grab rails in the shower.
- ✓ Ramps (permanent/ temporary).
- ✓ Step modifications.
- ✓ Entry and exit pathways through a property.
- ✓ Appropriate lever tap sets or lever door handles.
- ✓ Internal and external handrails next to steps.
- ✓ Installation and fitting of emergency alarms and other safety aids

All home modifications require a referral and assessment by an Occupational Therapist (OT) through My Aged Care, the OT will conduct an assessment that sets out the specifications of the modifications needed. We will source a provider for the modification or installation. A client contribution to the cost of home modifications is required.

Country Home Services will notify you of any changes to the CHSP Service Terms and Conditions. We are more than happy to answer any queries related to this information or any other aspect of services, please contact us on **1300 773 202**.