

Welcome to our Newsletter update

We hope you have been enjoying the summer so far, with some nice sunny weather and only occasional very hot days. It is important though that we stay safe in the heat, and there are a few things we need to remember:

Whilst we engage independent contractors to deliver our direct care services, we still have an obligation to ensure a safe workplace for them. Your home is their workplace. During periods of high temperatures please be mindful that they are working and often performing strenuous tasks. If possible, please ensure that air conditioning or other cooling is on during the service – even if it is just for the duration of the service. Also be mindful that on extremely hot days – 37 degrees and higher – some services, particularly those that are outside the home (home maintenance and social support), may need to be rescheduled. This also applies when the Fire Danger rating is declared as Catastrophic in your area. The decision to reschedule services is to protect you, the client as well as the worker.

We live in a hot summer environment, and we want you to stay well.

Here's our 5 key tips for avoiding heat stress:

1. Stay indoors
2. Drink plenty of fluids - preferably water
3. Keep as cool as possible by using air conditioning or fans if available, and use moist cool towels to moisten skin
4. Store water in the fridge to remain cool
5. Wear light, loose-fitting clothing



Planning Ahead - Free Talk in Clare

We all want to live our lives with dignity and to have control over the decisions that impact us. Planning ahead today is the best way to ensure that we can continue to have input into the decisions for as long as possible.

Presented by the Legal Services Commission of SA, in this free legal education session they will discuss Advance Care Directives, Enduring Powers of Attorney and Wills - the legal tools that can be used to help ensure you have a voice and that your wishes are upheld.

Country Home Services is hosting this free event on the 13th March at 2pm
Venue: Country Home Services, 40 Blyth Road, Clare

To book your place, call 1300 773 202

WHICH PROGRAM AM I ON?

There is still a lot of confusion about the aged care programs that the Commonwealth Government funds and the differences between these programs. We have funding for 3 different programs – Commonwealth Home Support Program (CHSP), Home Care Packages (HCP) and Veterans Home Care (VHC). People often say “I’m on a home care package” because they are getting services at home – when in fact they don’t have an approved HCP.

Here is a brief overview of what each program is and how you can tell the difference.

Commonwealth Home Support Program (CHSP)

A basic entry-level program for those who need a small amount of help around the home – mainly to keep the person safe in their home environment. Generally, the maximum amount of support available for the CHSP is 2.5 hours per week in total. Eligibility and needs for the CHSP are determined by the Regional Assessment Teams (RAS) – they will generally conduct a home visit and decide what services a potential client needs. If you are on the CHSP you don’t have to sign an agreement with us and you don’t have a dedicated coordinator or an allocated budget. You will receive a monthly CHSP invoice, and you will generally pay an hourly client contribution. The CHSP is not means tested by Centrelink. We have approximately 1700 CHSP clients across our region.

Home Care Package (HCP)

There are four levels of HCP with level one being the entry level and level four being for those assessed with the most complex needs. Most often clients move from CHSP to HCP as their needs increase. Eligibility for an HCP is determined by the Aged Care Assessment Teams (ACAT). These assessors are clinicians – Registered Nurses and Allied Health Professionals. They conduct a comprehensive assessment in the home, or sometimes this is done while a person is in hospital before returning home. After the assessment, if a client is deemed eligible for a HCP, they will be placed on the national waiting list. When an HCP becomes available (usually 3 to 6 months) it will be assigned to the client. The client can then decide what provider they want to manage their HCP with them. If you have an HCP with us you will have a signed agreement, a detailed Care Plan, and a budget to manage your allocated funds. Each month you will receive a detailed statement containing a record of all monies received and spent from your budget. You will also have a dedicated coordinator. We have approximately 225 HCP clients. HCP is means-tested by Centrelink, some clients are required to pay an income-tested fee which is calculated by Centrelink – we have no control over this.

Veterans Home Care (VHC)

The VHC Program provides practical help so veterans can continue to live independently in their own home. It is not designed to meet complex or high-level care needs. Veterans are eligible for an assessment by Veterans Home Care assessors if you have Gold Card or White Card for an accepted service-related injury or condition. Carers and family members of Gold Card and White Card holders with an accepted service-related condition may be eligible for an assessment. VHC clients are not directly our clients – we are contracted to arrange and provide the services for the Department of Veterans Affairs. We have approximately 60 VHC clients.

If you need any further clarification about the program you are on, then please contact us on 1300 773 202 and we can provide more detailed information or you can check the Department of Health Aged Care website www.health.gov.au or the Veterans website www.dva.gov.au