



Cooinda

COMMUNITY CARE SERVICES



A lot of living

Mission

Our purpose is to enhance the lives of people in our region by providing progressive and rewarding care and contemporary accommodation that reflect Benalla's community life and individual needs.

Vision

We deliver outstanding levels of person centred care and contemporary accommodation to meet the changing needs of individuals, families and the wider community.

Values

EXCELLENCE

We strive to be the best, continuously seeking feedback from staff, volunteers, residents, home care clients and their families. We measure our performance in order to identify areas we can grow and improve.

LEARNING AND KNOWLEDGE

We look for opportunities to learn in order to develop our skills and knowledge within the care sector.

CREATIVITY

We employ a positive, forward thinking attitude. Our team is proactive and empowered to find better ways of caring and new ways we can meet the future expectations of our community.

RESPECT

We respect the importance of every individual's diversity; focusing on the provision of person centred care. We will build trusting relationships within our community by caring for one another and all people with respect, compassion, love and dignity.

RELATIONSHIPS

We work in collaboration with one another, our volunteers, residents, home care users, their families and our community. We recognise the importance of community involvement in our rural setting.

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SNAPSHOT

2021- 2022 Year



ABOUT OUR SERVICES

Cooinda Community Services are delivered across the Hume region offering Home Care Package management, Fee-For-Service, Short Term Restorative Care and Community Meals.

CooindaMeals –all meals are prepared onsite in the Cooinda commercial kitchen. Seasonal menus feature fresh, locally sourced produce delivered to your door.

On the Cooinda 4.5ha site are situated 67 Independent Retirement Living Units, offering its residents a vibrant and secure community with access to all of Cooinda's in-home Community Services and 24/7 nurse on call.

Cooinda's respite offers care to the community's older people for short term recuperation or offering carers a break. Whilst in respite you can access our daily activities program delivered by our dedicated Health and Wellbeing team.

Cooinda has 82 high care residential accommodation rooms, all with ensuites -includes a Memory Support Unit



100%
Case Manager
follows up promptly
and to my
satisfaction

95%
My personal
and private
information is
treated with
confidentiality

95%
My case
manager listens
and responds to
my needs

90%
My services are
flexible and
suited to my
needs

In-Home Care Supports

Cooinda provides support services under many programs - these include:

- Home Care Packages
- Short-Term Restorative Care Programme
- Post Acute Care
- NDIS
- Private Fee For Service payers

Services may include but are not limited to :

Home Care

- cleaning maintenance - dusting, vacuuming, mopping,
- cleaning toilets and wet areas - bathrooms and kitchens
- laundry assistance, machine wash and hang out, bed linen change
- gardening and home maintenance, reasonably required to maintain the home

Transport

Transport and personal assistance to access support services such as medical appointments, professional services and social activities

Respite

- in home respite care

Social Support

- providing enjoyable, meaningful activities based on an individuals interest

Personal Care

- toileting, showering, dressing, shaving
- transfers to and from bed and/or chair,
- application of hearing aids, cleaning spectacles
- supervision of medication taken from Webster packs

Technology Assistance

- assistance with the use of communication devices ie. Telehealth

Meals

- assistance with preparing meals - delivery of pre-cooked meals - shopping

Nursing

- home nursing services

The decision to offer nursing services will be made by Cooinda Community Care Services Manager and is dependent on staffing availability.

Accessing Government funded care

The Commonwealth Government funds several support programs to deliver care to older persons.

My Aged Care is the starting point for accessing assistance based on an assessed need and client choice.

How to access services

- ACAS assessments are free of charge and can be arranged through My Aged Care by phoning 1800 200 422 or applying online <https://www.myagedcare.gov.au/assessment/apply-online>
- this assessment works out the package level for which you may be eligible and discuss what services you may benefit from.
- you will be asked questions over the phone to help work out your needs and care arrangements
- you will need your Medicare Card
- if you're calling for someone else, you need to be a registered authorised person with Centrelink Services Australia or My Aged Care.

Have a face-to-face assessment

- My Aged Care may arrange for a trained assessor to come to your home
- with your consent they will assess your care needs and eligibility for services ie Commonwealth Home Support Programme, Home Care Packages or Short Term Restorative Care Programme
- they will work with you to develop a support plan addressing your needs, goals and preferences
- someone else can be with you during this visit

Find out about costs

My Aged Care can give you information about costs. Cooinda's Case Manager will discuss this with you during their visit.

Choose services

- the My Aged Care website service finder can help you locate and compare services in your area - your assessor and My Aged Care can also help you find a service provider that meets your needs - Cooinda is the only Benalla based provider of Home Care Packages and we can help you access your care.

It's important - if you would like Cooinda to deliver your package, you need to let the ACAS and My Aged Care team know also.

Home Care Packages

A Home Care Package is a flexible, ongoing funded care package.

It is individualised and designed to assist with your daily care needs. Services are delivered based on your choice and assessed needs - please refer to Schedule 3 on page 5.

Our dedicated Case Managers work with you to develop a Care Plan, which is regularly reviewed and changed as your care needs change.

To receive a Home Care Package, you will need to call My Aged Care on 1800 200 422 to request an assessment from the Aged Care Assessment Service (ACAS). This assessment works out the package level for which you may be eligible and discuss what services you may benefit from.

How is a Home Care Package arranged?

When notified by My Aged Care that you have been assigned a package, you will need to call Cooina to arrange our Case Manager to visit you to plan your services. You, your family or representatives and our case manager will decide on the types of care you will receive. After you have agreed on your care, you will receive a copy of your care plan setting out the services you will receive. Your care plan can change if your needs change.

How does my case manager help me?

- working with you to make Care Plan that suits your current and future needs
- setting goals you want to achieve and review them annually or if needs change
- coordinating your package budget to find cost effective services suited your needs
- ensuring you understand the income testing requirements and that you receive monthly statements of your personalised budget
- ensuring your package falls within government standards and guidelines
- advocating beside you or on your behalf with other agencies and organisations, help you fill out forms and paperwork such as Centrelink, Services Australia, Medicare and phone bills
- referring you to services such as physiotherapist, podiatrist, home nursing, respite or post-acute care, following hospitalisation, for extra short-term services on your behalf with your permission.

Home Care Packages

Home Care Package Fees

There are two types of fees:-

- **Income tested care fee:** this fee is determined by Centrelink Services Australia and applies to part-pensioners and self-funded retirees.
- **Basic daily fee:** this fee is set and may be charged by providers. Cooinda does not charge a basic daily fee.

How much will I have to pay?

Before you can commence receiving a Home Care Package your income details will need to be up to date with Centrelink Services Australia in preparation.

If you are a full pensioner, you won't need to do anything, as your income details with Centrelink Services Australia will be current.

If you receive a part-pension or are a self-funded retiree, you will need to call Centrelink Services Australia 1800 227 475 to check if your income details are current or update them. You may also need to complete an Income Assessment form, which we can give you. **If you are supported by Department of Veterans Affairs** please call DVA on 1800 555 254.

Depending on the outcome of your assessment, you may have to contribute some fees towards your package.

How is my package spent?

Home Care Package subsidy rates are how much Cooinda will receive to purchase the supports you choose. Subsidy rates are set at different levels, depending upon your support needs and change bi-annually as per government subsidy rates. Please discuss these rates with your Case Manager.

Home Care Package Information

Effective 1st July 2023

	Level 1	Level 2	Level 3	Level 4
Home Care Package Funding Annually	\$10,366	\$18,063.85	\$39,310.50	\$59,593.55
Home Care Package Funding Fortnightly	\$397.60	\$692.86	\$1507.08	\$2285.78
Basic Daily Care Fee paid by you	\$0	\$0	\$0	\$0
Cooinda Care Management Fee per fortnight	\$78.82	\$138.60	\$301.56	\$457.10
Cooinda Package Management Fee per fortnight	\$59.08	\$103.88	\$226.24	\$342.86
Funding available for your support services/equipment per fortnight	\$259.70	\$450.38	\$980.00	\$1485.82



Quality of Care Principles 2014

made under section 96-1 of the *Aged Care Act 1997*

Care and services for home care services **Schedule 3**
Care and services **Part 1**

Schedule 3—Care and services for home care services

Note 1: See section 13.

Note 2: The care and services specified in this Schedule must be provided in a way that complies with the Aged Care Quality Standards set out in Schedule 2 (see subsection 13(5)).

Part 1—Care and services

1 Care services

The following table specifies the care services that an approved provider of a home care service may provide.

Care services		
Item	Column 1 Service	Column 2 Content
1	Personal services	Personal assistance, including individual attention, individual supervision and physical assistance, with: (a) bathing, showering including providing shower chairs if necessary, personal hygiene and grooming, dressing and undressing, and using dressing aids; and (b) toileting; and (c) dressing and undressing; and (d) mobility; and (e) transfer (including in and out of bed).
2	Activities of daily living	Personal assistance, including individual attention, individual supervision and physical assistance, with communication including assistance to address difficulties arising from impaired hearing, sight or speech, or lack of common language, assistance with the fitting of sensory communication aids, checking hearing aid batteries, cleaning spectacles and assistance in using the telephone.
3	Nutrition, hydration, meal preparation and diet	Includes: (a) assistance with preparing meals; and (b) assistance with special diet for health, religious, cultural or other reasons; and (c) assistance with using eating utensils and eating aids and assistance with actual feeding, if necessary; and (d) providing enteral feeding formula and equipment.
4	Management of skin integrity	Includes providing bandages, dressings, and skin emollients.
5	Continence management	Includes: (a) assessment for and, if required, providing disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances and enemas; and (b) assistance in using continence aids and appliances and

Schedule 3 Care and services for home care services

Part 1 Care and services

Care services

Item	Column 1 Service	Column 2 Content
		managing continence.
6	Mobility and dexterity	Includes: (a) providing crutches, quadruped walkers, walking frames, walking sticks and wheelchairs; and (b) providing mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, and pressure relieving mattresses; and (c) assistance in using the above aids.

2 Support services

The following table specifies the support services that an approved provider of a home care service may provide.

Support services

Item	Column 1 Service	Column 2 Content
1	Support services	Includes: (a) cleaning; and (b) personal laundry services, including laundering of care recipient's clothing and bedding that can be machine-washed, and ironing; and (c) arranging for dry-cleaning of care recipient's clothing and bedding that cannot be machine-washed; and (d) gardening; and (e) medication management; and (f) rehabilitative support, or helping to access rehabilitative support, to meet a professionally determined therapeutic need; and (g) emotional support including ongoing support in adjusting to a lifestyle involving increased dependency and assistance for the care recipient and carer, if appropriate; and (h) support for care recipients with cognitive impairment, including individual therapy, activities and access to specific programs designed to prevent or manage a particular condition or behaviour, enhance quality of life and provide ongoing support; and (i) providing 24-hour on-call access to emergency assistance including access to an emergency call system if the care recipient is assessed as requiring it; and (j) transport and personal assistance to help the care recipient shop, visit health practitioners or attend social activities; and (k) respite care; and (l) home maintenance, reasonably required to maintain the home and garden in a condition of functional safety and provide an adequate level of security; and

Support services		
Item	Column 1 Service	Column 2 Content
		<p>(m) modifications to the home, such as easy access taps, shower hose or bath rails; and</p> <p>(n) assisting the care recipient, and the homeowner if the home owner is not the care recipient, to access technical advice on major home modifications; and</p> <p>(o) advising the care recipient on areas of concern in their home that pose safety risks and ways to mitigate the risks; and</p> <p>(p) arranging social activities and providing or coordinating transport to social functions, entertainment activities and other out-of-home services; and</p> <p>(q) assistance to access support services to maintain personal affairs.</p>
2	Leisure, interests and activities	Includes encouragement to take part in social and community activities that promote and protect the care recipient's lifestyle, interests and wellbeing.
3	Care management	Includes reviewing the care recipient's home care agreement and care plan, coordinating and scheduling care and services, ensuring care and services are aligned with other supports, liaising with the care recipient and the care recipient's representatives, ensuring that care and services are culturally appropriate, and identifying and addressing risks to the care recipient's safety.

3 Clinical services

The following table specifies the clinical services that an approved provider of a home care service may provide.

Clinical services		
Item	Column 1 Service	Column 2 Content
1	Clinical care	<p>Includes:</p> <p>(a) nursing, allied health and therapy services such as speech therapy, podiatry, occupational or physiotherapy services; and</p> <p>(b) other clinical services such as hearing and vision services.</p>
2	Access to other health and related services	Includes referral to health practitioners or other related service providers.

Part 2—Excluded items

4 Items that must not be included in package of care and services

The following table specifies the items that must not be included in the package of care and services provided under section 13.

Excluded items		
Item	Column 1	Column 2
1	Excluded items	<p>The following items must not be included in the package of care and services provided under section 13:</p> <ul style="list-style-type: none">(a) use of the package funds as a source of general income for the care recipient;(b) purchase of food, except as part of enteral feeding requirements;(c) payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent;(d) payment of home care fees;(e) payment of fees or charges for other types of care funded or jointly funded by the Australian Government;(f) home modifications or capital items that are not related to the care recipient's care needs;(g) travel and accommodation for holidays;(h) cost of entertainment activities, such as club memberships and tickets to sporting events;(i) gambling activities;(j) payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme.

Short Term Restorative Care Programme

Short Term Restorative Care Programme (STRC) is a Commonwealth funded program that provides a range of therapy care and services for up to 8 weeks (56 days).

It's aim is to prevent or reduce, and slow functional decline in older people. Through a multi-disciplinary and goal orientated service, well-being and independence is improved.

Our STRC program is delivered in your home following a co-ordinated consultation with you, your doctor and relevant allied health professionals.

This is inclusive of your overall needs ie. physical, medical, social and psychological.



Our Short Term Restorative Care team comprises a Physiotherapist, Registered Nurse, Occupational Therapist and Allied Health assistant.



Quality of Care Principles 2014

made under section 96-1 of the

Aged Care Act 1997

Schedule 5—Care and services for short-term restorative care

Note 1: See sections 15B and 15C.

Note 2: The care and services specified in this Schedule must be provided in a way that complies with the Aged Care Quality Standards set out in Schedule 2 (see sections 15E and 15F).

Part 1—Care and services that may be provided in a residential care setting

Division 1—Hotel services—to be provided for all care recipients who need them

1 Hotel services—for all care recipients who need them

The following table specifies the hotel services that an approved provider of short-term restorative care must provide for all care recipients who need them, if the short-term restorative care is provided in a residential care setting.

Hotel services—to be provided for all care recipients who need them		
Item	Column 1 Service	Column 2 Content
1.1	Administration	General operation of the flexible care service, including documentation relating to care recipients.
1.2	Maintenance of buildings and grounds	Adequately maintained buildings and grounds.
1.3	Accommodation	Utilities such as electricity and water.
1.4	Furnishings	Bedside lockers, chairs with arms, containers for personal laundry, dining, lounge and recreational furnishings, draw-screens (for shared rooms), wardrobe space and towel rails. Excludes furnishings a care recipient chooses to provide.
1.5	Bedding	Beds and mattresses, bed linen, blankets, and absorbent or waterproof sheeting.
1.6	Cleaning services, goods and facilities	Cleanliness and tidiness of the entire flexible care service. Excludes a care recipient's personal area if the care recipient chooses and is able to maintain this himself or herself.
1.7	Waste disposal	Safe disposal of organic and inorganic waste material.
1.8	General laundry	Heavy laundry facilities and services, and personal laundry services, including laundering of clothing that can be machine washed. Excludes cleaning of clothing requiring dry cleaning or another special cleaning process, and personal laundry if a care recipient chooses and is able to do this himself or herself.
1.9	Toiletry goods	Bath towels, face washers, soap, toilet paper, tissues, toothpaste, toothbrushes, denture cleaning preparations, mouthwashes,

Hotel services—to be provided for all care recipients who need them		
Item	Column 1 Service	Column 2 Content
		moisturiser, shampoo, conditioner, shaving cream, disposable razors and deodorant.
1.10	Meals and refreshments	(a) Meals of adequate variety, quality and quantity for each care recipient, served each day at times generally acceptable to both care recipients and management, and generally consisting of 3 meals per day plus morning tea, afternoon tea and supper; (b) Special dietary requirements, having regard to either medical need or religious or cultural observance; (c) Food, including fruit of adequate variety, quality and quantity, and non-alcoholic beverages, including fruit juice.
1.11	Care recipient social activities	Programs to encourage care recipients to take part in social activities that promote and protect their dignity, and to take part in community life outside the flexible care service.
1.12	Emergency assistance	At least one responsible person is continuously on call and in reasonable proximity to render emergency assistance.

Division 2—Care and services—to be provided for all care recipients who need them

2 Care and services—for all care recipients who need them

The following table specifies the care and services that an approved provider of short-term restorative care must provide for all care recipients who need them, if the short-term restorative care is provided in a residential care setting.

Care and services—to be provided for all care recipients who need them		
Item	Column 1 Care or service	Column 2 Content
2.1	Daily living activities assistance	Personal assistance, including individual attention, individual supervision, and physical assistance, with the following: (a) bathing, showering, personal hygiene and grooming; (b) maintaining continence or managing incontinence, and using aids and appliances designed to assist continence management; (c) eating and eating aids, and using eating utensils and eating aids (including actual feeding if necessary); (d) dressing, undressing, and using dressing aids; (e) moving, walking, wheelchair use, and using devices and appliances designed to aid mobility, including the fitting of artificial limbs and other personal mobility aids; (f) communication, including to address difficulties arising from impaired hearing, sight or speech, or lack of common language (including fitting sensory communication aids), and checking hearing aid batteries and cleaning spectacles. Excludes hairdressing.
2.2	Meals and refreshments	Special diet not normally provided.
2.3	Emotional support	Emotional support to, and supervision of, care recipients.
2.4	Treatments and procedures	Treatments and procedures that are carried out according to the instructions of a health professional or a person responsible for assessing a care recipient's personal care needs, including supervision and physical assistance with taking medications, and ordering and

Care and services—to be provided for all care recipients who need them		
Item	Column 1 Care or service	Column 2 Content
		reordering medications, subject to requirements of State or Territory law. Includes bandages, dressings, swabs and saline.
2.5	Recreational therapy	Recreational activities suited to care recipients, participation in the activities, and communal recreational equipment.
2.6	Rehabilitation support	Individual therapy programs designed by health professionals that are aimed at maintaining or restoring a care recipient's ability to perform daily tasks for himself or herself, or assisting care recipients to obtain access to such programs.
2.7	Assistance in obtaining health practitioner services	Arrangements for aural, community health, dental, medical, psychiatric and other health practitioners to visit care recipients, whether the arrangements are made by care recipients, relatives or other persons representing the interests of care recipients, or are made direct with a health practitioner.
2.8	Assistance in obtaining access to specialised therapy services	Making arrangements for speech therapists, podiatrists, occupational or physiotherapy practitioners to visit care recipients, whether the arrangements are made by care recipients, relatives or other persons representing the interests of care recipients.
2.9	Support for care recipients with cognitive impairment	Individual attention and support to care recipients with cognitive impairment (for example, dementia and behavioural disorders), including individual therapy activities and specific programs designed and carried out to prevent or manage a particular condition or behaviour and to enhance the quality of life and care for such care recipients and ongoing support (including specific encouragement) to motivate or enable such care recipients to take part in general activities of the residential care service.

Division 3—Care and services—to be provided for all care recipients who need them—fees may apply

3 Care and services—for all care recipients who need them—fees may apply

The following table specifies the care and services that an approved provider of short-term restorative care must provide for all care recipients who need them, if the short-term restorative care is provided in a residential care setting.

Care and services—to be provided for all care recipients who need them		
Item	Column 1 Care or service	Column 2 Content
3.1	Furnishings	Over-bed tables.
3.2	Bedding materials	Bed rails, incontinence sheets, ripple mattresses, sheepskins, tri-pillows, and water and air mattresses appropriate to each care recipient's condition.
3.3	Goods to assist care recipients to move themselves	Crutches, quadruped walkers, walking frames, walking sticks, and wheelchairs. Excludes motorised wheelchairs and custom made aids.
3.4	Goods to assist staff to move care recipients	Mechanical devices for lifting care recipients, stretchers, and trolleys.
3.5	Goods to assist with toileting and	Absorbent aids, commode chairs, disposable bed pans and urinal covers, disposable pads, over-toilet chairs, shower chairs and

Care and services—to be provided for all care recipients who need them		
Item	Column 1 Care or service	Column 2 Content
	incontinence management	urodomes, catheter and urinary drainage appliances, and disposable enemas.
3.6	Nursing services	<p>Initial assessment and care planning carried out by a nurse practitioner or registered nurse, and ongoing management and evaluation carried out by a nurse practitioner, registered nurse or enrolled nurse acting within their scope of practice.</p> <p>Nursing services carried out by a nurse practitioner, registered nurse or enrolled nurse, or other professional appropriate to the service (for example, medical practitioner, stoma therapist, speech pathologist, physiotherapist or qualified practitioner from a palliative care team), acting within their scope of practice.</p> <p>Services may include, but are not limited to, the following:</p> <ul style="list-style-type: none"> (a) establishment and supervision of a complex pain management or palliative care program, including monitoring and managing any side effects; (b) insertion, care and maintenance of tubes, including intravenous and naso-gastric tubes; (c) establishing and reviewing a catheter care program, including the insertion, removal and replacement of catheters; (d) establishing and reviewing a stoma care program; (e) complex wound management; (f) insertion of suppositories; (g) risk management procedures relating to acute or chronic infectious conditions; (h) special feeding for care recipients with dysphagia (difficulty with swallowing); (i) suctioning of airways; (j) tracheostomy care; (k) enema administration; (l) oxygen therapy requiring ongoing supervision because of a care recipient's variable need; (m) dialysis treatment.
3.7	Therapy services, such as, recreational, speech therapy, podiatry, occupational, and physiotherapy services	<ul style="list-style-type: none"> (a) Maintenance therapy delivered by health professionals, or care staff as directed by health professionals, designed to maintain care recipients' levels of independence in activities of daily living; (b) More intensive therapy delivered by health professionals, or care staff as directed by health professionals, on a temporary basis that is designed to allow care recipients to reach a level of independence at which maintenance therapy will meet their needs. <p>Excludes intensive, long-term rehabilitation services required following, for example, serious illness or injury, surgery or trauma.</p>

Part 2—Care and services that may be provided in a home care setting

Division 1—Care and services that may be provided

4 Care services

The following table specifies the care services that an approved provider of short-term restorative care may provide if the care is provided in a home care setting.

Care services		
Item	Column 1 Service	Column 2 Content
4.1	Personal services	Personal assistance, including individual attention, individual supervision and physical assistance, with: (a) bathing, showering including providing shower chairs if necessary, personal hygiene and grooming, dressing and undressing, and using dressing aids; and (b) toileting; and (c) dressing and undressing; and (d) mobility; and (e) transfer (including in and out of bed).
4.2	Activities of daily living	Personal assistance, including individual attention, individual supervision and physical assistance, with communication including assistance to address difficulties arising from impaired hearing, sight or speech, or lack of common language, assistance with the fitting of sensory communication aids, checking hearing aid batteries, cleaning spectacles and assistance in using the telephone.
4.3	Nutrition, hydration, meal preparation and diet	Includes: (a) assistance with preparing meals; and (b) assistance with special diet for health, religious, cultural or other reasons; and (c) assistance with using eating utensils and eating aids and assistance with actual feeding, if necessary; and (d) providing enteral feeding formula and equipment.
4.4	Management of skin integrity	Includes providing bandages, dressings, and skin emollients.
4.5	Continence management	Includes: (a) assessment for and, if required, providing disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances and enemas; and (b) assistance in using continence aids and appliances and managing continence.
4.6	Mobility and dexterity	Includes: (a) providing crutches, quadruped walkers, walking frames, walking sticks and wheelchairs; and (b) providing mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, and pressure relieving mattresses; and (c) assistance in using the above aids.

5 Support services

The following table specifies the support services that an approved provider of short-term restorative care may provide if the care is provided in a home care setting.

Support services		
Item	Column 1 Service	Column 2 Content
5.1	Support services	Includes: (a) cleaning; and (b) personal laundry services, including laundering of care recipient's clothing and bedding that can be machine-washed, and ironing; and

Support services		
Item	Column 1 Service	Column 2 Content
		(c) arranging for dry-cleaning of care recipient's clothing and bedding that cannot be machine-washed; and (d) gardening; and (e) medication management; and (f) rehabilitative support, or helping to access rehabilitative support, to meet a professionally determined therapeutic need; and (g) emotional support including ongoing support in adjusting to a lifestyle involving increased dependency and assistance for the care recipient and carer, if appropriate; and (h) support for care recipients with cognitive impairment, including individual therapy, activities and access to specific programs designed to prevent or manage a particular condition or behaviour, enhance quality of life and provide ongoing support; and (i) providing 24-hour on-call access to emergency assistance including access to an emergency call system if the care recipient is assessed as requiring it; and (j) transport and personal assistance to help the care recipient shop, visit health practitioners or attend social activities; and (k) respite care; and (l) home maintenance, reasonably required to maintain the home and garden in a condition of functional safety and provide an adequate level of security; and (m) modifications to the home, such as easy access taps, shower hose or bath rails; and (n) assisting the care recipient, and the homeowner if the home owner is not the care recipient, to access technical advice on major home modifications; and (o) advising the care recipient on areas of concern in their home that pose safety risks and ways to mitigate the risks; and (p) arranging social activities and providing or coordinating transport to social functions, entertainment activities and other out-of-home services; and (q) assistance to access support services to maintain personal affairs.
5.2	Leisure, interests and activities	Includes encouragement to take part in social and community activities that promote and protect the care recipient's lifestyle, interests and wellbeing.

6 Clinical services

The following table specifies the clinical services that an approved provider of short-term restorative care may provide if the care is provided in a home care setting.

Clinical services		
Item	Column 1 Service	Column 2 Content
6.1	Clinical care	Includes: (a) nursing, allied health and therapy services such as speech therapy, podiatry, occupational or physiotherapy services; and (b) other clinical services such as hearing and vision services.
6.2	Access to other health and related services	Includes referral to health practitioners or other related service providers.

Division 2—Excluded care and services

7 Items that must not be included in package of care and services

The following table specifies the items that must not be included in the package of care and services provided under section 15C.

Excluded items		
Item	Column 1	Column 2
7.1	Excluded items	<p>The following items must not be included in the package of care and services provided under section 15C:</p> <ul style="list-style-type: none">(a) use of the package funds as a source of general income for the care recipient;(b) purchase of food, except as part of enteral feeding requirements;(c) payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent;(d) payment of flexible care fees;(e) payment of fees or charges for other types of care funded or jointly funded by the Australian Government;(f) home modifications or capital items that are not related to the care recipient's care needs;(g) travel and accommodation for holidays;(h) cost of entertainment activities, such as club memberships and tickets to sporting events;(i) gambling activities;(j) payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme.

Fee For Service

Fee for Service is not government funded nor are charges subsidised. This program is delivered privately by Cooinda with total charges invoiced direct to you.

If ACAS decide you are not eligible for a funded program package, Cooinda can still help you at home. You can choose supports that you pay for without government contribution.

Delivery of service

Regardless of funding or payment arrangements, a services plan is developed in consultation with you by our dedicated Care Coordinator.

Your unique situation is discussed and care needs and service preferences identified. An individualised care plan is developed to meet goals and objectives.

Review of Services

Includes :

- identify goals, needs and objectives and how they will be achieved
- the type of service and its frequency
- the start date of the service
- reviews to discuss ongoing service plans and goals

A Cooinda Community Care Service will provide an ongoing service, unless the following arises:

- you move out of the geographic area
- your care needs increase to a level where it is no longer safe to live independently
- you move into residential care facility e.g. hostel or high care
- you no longer wishes to receive the service

You can choose to withdraw from a Cooinda Community Service program at any time.

Written advice of cancellation, either email or letter, from you or your representative can be sent to the Community Care Services Coordinator.

Fees

Fee-for-Service

A one-off set up fee will be charged and services are charged as per your Client Agreement. A current schedule of fees is available upon request. A tax invoice for services will be sent to you monthly. The Support Coordinator can assist you with setting up a monthly direct debit payment to Cooinda, if you choose to do so.



Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.

Rights and Responsibilities

Along with your rights, there are also responsibilities you must meet:

- support workers are to be treated with due respect, courtesy and dignity
- provide support workers with a safe environment, inclusive of :
 - electrical appliances deemed safe to use
 - well-maintained premises,
 - all areas clear of clutter ensuring safe exit points
 - complying with firearm laws and appropriate storage of weapons
 - no smoking whilst support worker completing service
 - no family members smoking whilst visiting at the time of service
 - please also refrain from drug and alcohol use during the service
 - all pets must be restrained appropriately
 - support workers must be permitted to wear shoes at all times
 - appropriate ventilation, heating or air-conditioning is to be used whilst Cooinda Support Worker is in your home, as per Australian standard of safe work practices AS1837/1976

Advocacy

It is a your right to have an advocate (representative) to act on your behalf, in regards to any matters related to your services provided by Cooinda Community Services.

An advocate or representative can be someone you already know, e.g. family member or friend. Aged Care Advocacy groups are also available to help to address issues and have them resolved. Information about Older Persons Advocacy Network (OPAN) and the free services they provide, are available online and by phone 1800 700 600.

Please ask our friendly staff for more information.

Privacy and Confidentiality

Cooinda is committed to respecting the privacy of personal information. We are bound by the National Privacy Principles that establish the benchmark for how personal information should be handled. These principles have been embraced by Cooinda as part of our standard operating policies and procedures.

We require our staff to ensure that:

- you are informed why the information is being collected
- you give consent to the collection of personal information relevant to the provision of services provided to them by Cooinda
- you have access to their personal information
- your information is only used for the purpose for which it is collected
- your information will not be disclosed to third parties without their consent, unless lawfully required, as per Cooinda policy.

Comments, Compliments & Complaints

We invite you, your family, friends or representatives to let us know of any suggestions, concerns or complaints concerning your care at any time. Making a complaint will not adversely affect your service. Advising us of any concerns will give us an opportunity to improve our program.

In the first instance, you are encouraged to discuss any concerns directly with the Cooinda Community Services Coordinator or Cooinda Community Services Manager. If the concern is not satisfactorily resolved, we encourage you and your representatives to fill out a “Suggestions, Compliments & Complaints” form.

These forms are submitted directly to the Cooinda Executive Manager, Quality and Compliance, who is responsible for managing any complaints and suggestions received. They will contact you or the initiator to discuss the matter, investigate the issue and aim to quickly resolve the concerns raised.

If the matter has not been addressed satisfactorily, you are encouraged to contact the Chief Executive Officer by calling (03) 5761 3300 or email alexmckenna@cooinda.org.au.



The complaints service we offer you

1800 951 822
agedcarequality.gov.au

What do we do?

We can assist with your concerns about the quality of care or services you or someone else is receiving from Australian Government funded aged care providers. These services can be aged care services for help at home or in an aged care home, including:

- residential care or residential respite care
- Home Care Packages
- Commonwealth Home Support Programme
- flexible care, including transition care, and the national Aboriginal and Torres Strait Islander Flexible Aged Care Programme.

We can support you to resolve your concerns directly with the service provider. We can also examine complaints relating to a service provider's responsibilities. This includes, for example, care, choice of activities, discrimination, catering, communication or the physical environment.

We use different approaches to resolve concerns depending on the circumstances of each case. This allows us to select the most relevant, practical, and efficient approach based on your concerns.

Consider regulatory action

The issue you have raised or information about a complaint may be provided to our Quality Assessment and Monitoring Group to consider a regulatory response. This is usually related to a service's performance against the Aged Care Quality Standards. Information about the quality of care and services you are receiving or information about systemic issues that have been identified may be used to prioritise

or plan a site audit or quality review, or other compliance monitoring visits to a service. More significant issues may prompt an urgent visit to a service to assess the quality of care and services. This is where we are concerned that the service may not be meeting the Quality Standards and consumer's safety, health or wellbeing is at risk.

We cannot:

- examine concerns about an aged care service that isn't funded by the Australian Government
- examine concerns that are not related to a service provider's responsibilities under the *Aged Care Act 1997* or their funding agreement with the Australian Government
- say who should make financial, legal or health decisions on behalf of someone receiving aged care
- comment on the service provider's employment arrangements such as wages or employment conditions
- provide legal advice
- ask service providers to terminate someone's employment
- investigate the cause of death, this is the role of the coroner
- always determine whether or not a specific event occurred, especially if we receive conflicting accounts of the event
- provide clinical advice about what treatment a person should receive.

We can refer complaints that fall outside of our scope to other organisations. If we cannot help you, we will try to identify who can.

The Aged Care Quality and Safety Commission will:

How you can help us:

Tell you as soon as we can if your complaint is not within our scope and, where possible, give you the details of other organisations that may be able to assist you.

Clearly identify the complaint issue/s and work with us to achieve the best outcome for the person receiving aged care.

Acknowledge complaints as quickly as possible.

Tell us promptly of any special needs you have so we can assist you.

Explain how we will resolve your complaint. We will choose the best way to resolve your concerns from simple approaches to more formal lengthy processes.

Tell us what steps you have already taken to raise your concerns.

Contact and work with all relevant people involved in a complaint.

Cooperate with us and respond to our requests for information as quickly and accurately as possible.

Provide you with the name of the contact person for your complaint and talk to you regularly about how your complaint is progressing.

Provide as much information as you can, as early as you can.

Listen to you and give you reasonable opportunities to provide relevant information so we can explore your concerns.

Treat us with courtesy and respect and without discrimination.

Tell you the reasons for any decisions we make and give you opportunities to have your say.

Provide feedback about our service at any stage of the process.

Resolve your complaint effectively and provide feedback to you on the outcome.

Tell you about your review rights.

Act fairly, ethically, impartially, and objectively.

Treat you with courtesy and respect and without discrimination.

Learn from complaints and act on opportunities to improve aged care.

All information in this publication is correct as of January 2020.



Phone

1800 951 822



Web

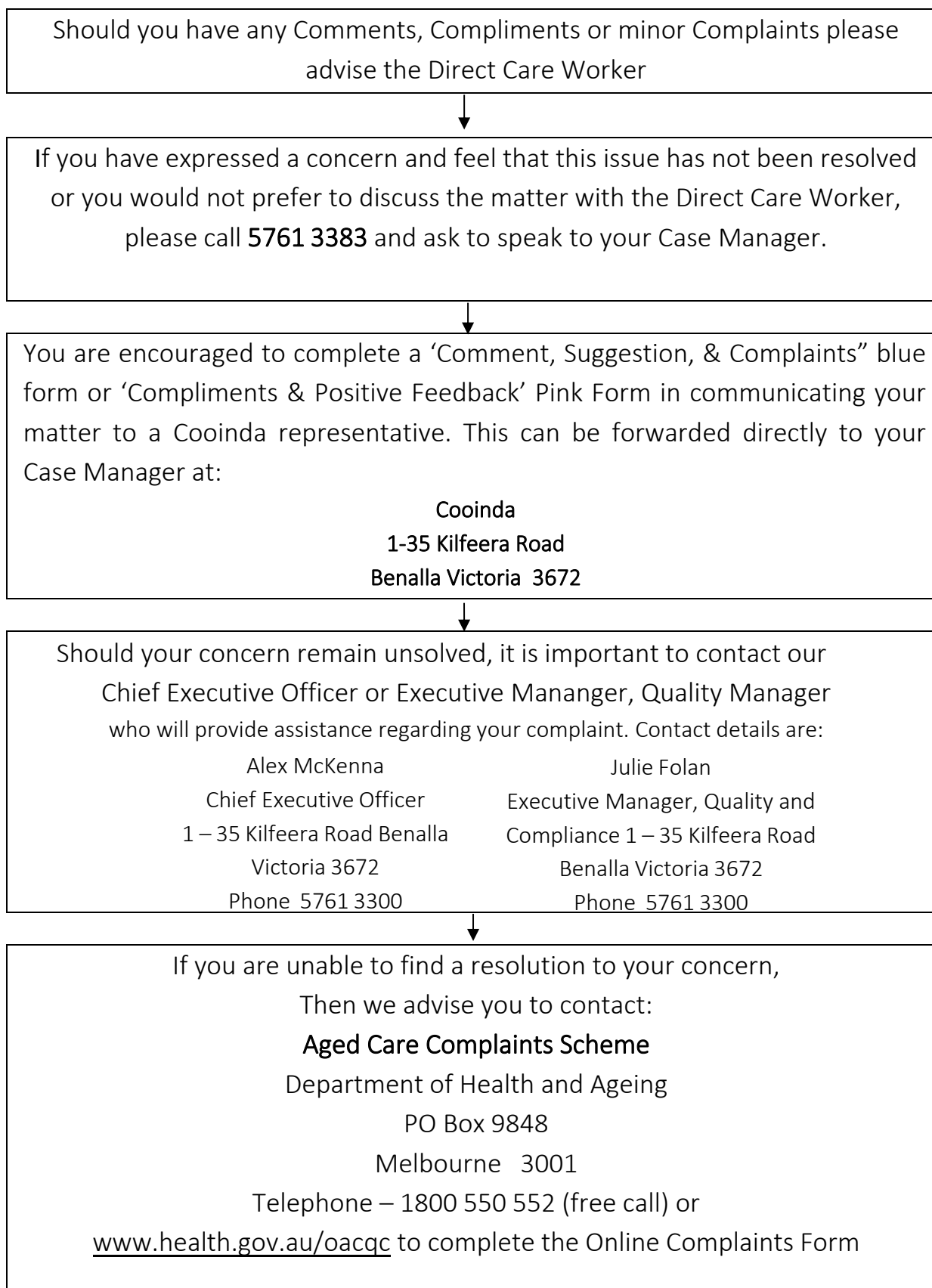
agedcarequality.gov.au



Write

Aged Care Quality and Safety Commission
GPO Box 9819, In Your Capital City

Process of Comments, Compliments and Complaints



Community Services Team

All Cooinda Case Managers and Care Coordinators have a current nursing qualification or specialised skills and healthcare experience to assist you in the planning of your care and ensuring service is delivered as needed and required.

Many of our senior team perform dual roles within the different Community Care programs.

Community Care Services Manager Ph: 03 5761 3308
Lee-Ann Walch Email: leeannwalch@cooinda.org.au

Home Care Package Case Managers
Melanie Kelly - Ph: 5167 3323 Email : melaniekelly@cooinda.org.au
Lee-Ann Walch
Tracey Costantino

Short Term Restorative Care Programme Coordinator M: 0478 504 005
Tracey Costantino Email : strc@cooinda.org.au

Community Care Services Coordinator Ph: 03 5761 3358
Amanda Diffey Email : brokered@cooinda.org.au

Community Services Care Support Workers

Our Community Services Support Workers are qualified Personal Care Attendants. They are caring locals who are selected for their qualification, experience and caring aptitude. Working as a team, they ensure that your needs are communicated and met in an efficient and timely manner, respectfully and confidentially.

Community Services Garden and Maintenance Team

Our gardening and maintenance staff are dedicated to Cooinda's mission, vision and values, committed to delivering services for the best possible client outcome. Drawing on Cooinda resources, they have a vast amount of local knowledge and expertise in their field to deliver the best service our to local community.

We encourage you to contact the Cooinda Community Care Services Team if you have any concerns, questions or suggestions regarding your services.

Home Care Scheduling Team - Ph: 5761 3383 Monday - Friday 8.30am - 5pm .
Email : homecare@cooinda.org.au

If calling after hours we encourage you to leave a message, however as this number is not monitored continuously, calls may be returned on the next business working day.

Emergency Contact Numbers

AMBULANCE, FIRE & POLICE Be Ready to provide information such as: <ul style="list-style-type: none"> • Location (including nearest cross road) • Your name • Nature of the incident 	DIAL 000
After hours Home Visiting Doctors Service	Obtained from calling Benalla Health
Benalla Health	5761 4222
SES	132 500
Nurse On Call	1300 60 60 24
Lifeline – 24 hour telephone counselling, information & support services	13 11 14
Local GP <i>Church Street Clinic</i> <i>Carrier Street Clinic</i> <i>Coster Street Clinic</i>	5762 1022 5762 4629 5762 2538

Cooinda – Main Reception (9:00 am – 5:00 pm)	5761 3300
Cooinda In The Home Monday to Friday (8.30 am -5.00pm)	5761 3383
Cooinda Case Managers	57613383



1-35 Kilfeera Road Benalla Victoria 3672

03 5761 3300

admin@cooinda.org.au

www.cooinda.org.au

A lot of living

