

Home Care Packages

Service Provider Handbook



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Index

1. Our Values	2
2. Statement of Diversity	2
3. Charter of Aged Care Rights	2
4. Delivering Services that are Respectful and Inclusive	2
5. Compliant Services	4
6. Occupational Health and Safety	4
7. Service Delivery	5
7.1 Document Control, Client Confidentiality and Privacy	5
7.2 Reporting Requirements	5
8. Invoice Processes	6
8.1 Australian Home Care Package Operational Guidelines	6
8.2 Invoice Requirements	6
9. Discharge, Transfer and Financial Closure Processes	6
9.1 Client Discharge	6
9.2 Transfer to Another Home Care Package Provider	7
9.3 Financial Closure Process	7
10. Other	7
10.1 Feedback and Complaints Process	7
10.2 Client Advocacy Process	8
10.3 Managing Conflicts of Interest	8
10.4 Gifting policy	8

1. Our Values

Passionate People - Amazing Together - Remarkable Impact

Health connected people. Healthy connected communities.

2. Statement of Diversity

Sunbury and Cobaw Community Health is committed to improving the health of our community and being accessible to all, including people from culturally and linguistically diverse communities, those from Aboriginal and Torres Strait Islander background, people with a disability, lesbian, gay, bisexual, transgender, intersex and queer people (LGBTIQ) and other socially vulnerable groups and supporting their communities across the lifespan from birth to older age.

3. Charter of Aged Care Rights

The Charter of Aged Care Rights provides a basis for all Home Care Package services. A Home Care Package client has the right to:

- be safe and have high quality care and services
- be treated with dignity and respect
- have their identity, culture and diversity valued and supported
- live without abuse and neglect
- be informed about their care and services in a way they understand
- have access to all information about themselves, including information about their rights, care and services
- have control over and make choices about their care, and personal and social life, including where the choices involve personal risk
- have control over, and make decisions about, the personal aspects of their daily life, financial affairs and possessions
- their independence
- be listened to and understood
- have a person of their choice, including an aged care advocate, support them or speak on their behalf
- complain free from reprisal, and to have their complaints dealt with fairly and promptly
- personal privacy and to have their personal information protected
- exercise their rights without it adversely affecting the way they are treated.

4. Delivering Services that are Respectful and Inclusive

What could this mean when you are working with Home Care Package clients?

- Making client services safe and supportive.
- Understanding trauma-informed care when providing services to people from the stolen generation.
- Understanding trauma-informed care when caring and working with people who are survivors of domestic violence, war, or childhood trauma.

- Inclusive practice in the workplace and Home Care Package client's home.
- Promote safe work practices and adopt universal safety precautions as required.
- Recognising and respecting different personal and cultural understandings about aging, service agencies, and healthcare.

Where can I find out more information about delivering respectful and inclusive services?

Healing Foundation resource about working with people from the stolen generation:

<https://healingfoundation.org.au/app/uploads/2019/12/Working-with-Stolen-Generations-Aged-Care-fact-sheet.pdf>

Rainbow Health Victoria LGBTIQ training:

<https://www.rainbowhealthvic.org.au/training-programs/silver-rainbow-training>

Centre for Cultural Diversity in Aging:

<http://www.culturaldiversity.com.au/>

Department of Health Action Plans:

Actions to Support LGBTI Elders: a Guide for Aged Care Providers

<https://www.health.gov.au/resources/publications/actions-to-support-lgbti-elders-a-guide-for-aged-care-providers>

Actions to Support Older Aboriginal and Torres Strait Islander People: a Guide for Aged Care Providers

<https://www.health.gov.au/resources/publications/actions-to-support-older-aboriginal-and-torres-strait-islander-people-a-guide-for-aged-care-providers>

Actions to Support Older CALD People: a Guide for Aged Care Providers

<https://www.health.gov.au/resources/publications/actions-to-support-older-cald-people-a-guide-for-aged-care-providers>

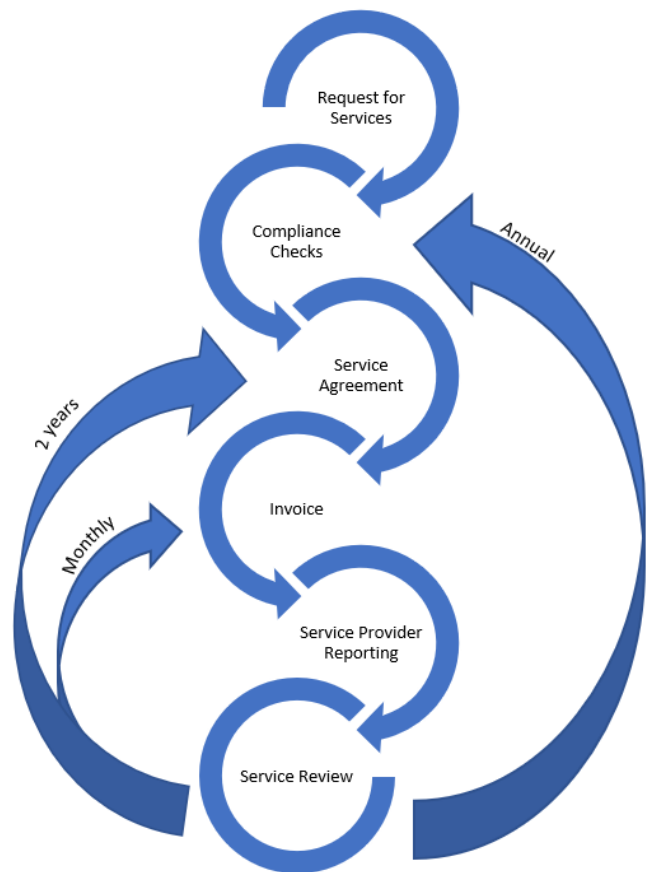
5. Compliant Services

Sunbury and Cobaw Community Health is committed to providing Home Care Package services that comply with the Aged Care Act 1997 and the Quality of Care Principles 2014.

This means that we, and all service providers who provide services to Home Care Package clients, must fulfil a number of compliance requirements. When you first become a service provider with Sunbury and Cobaw Community Health, and from time to time after this, we will request documentation to store on our approved provider database, such as:

- Police checks
- Proof of current insurance, such as public liability insurance, professional indemnity insurance and WorkCover
- Professional registration
- Evidence of COVID-19 vaccinations

We will provide you with a service agreement which outlines the reporting and service delivery requirements.



6. Occupational Health and Safety

It is essential that all staff working with older people understand health and safety risks, measures, and have appropriate training. The health and safety of service provider staff, as well as the client is a priority. Approved service providers should maintain appropriate infection control and waste disposal training and processes. Approved service providers should maintain documentation regarding their staff vaccinations for influenza and COVID-19.

Service providers are asked to provide Sunbury and Cobaw Community Health with their COVID safe plans and WorkCover certificate of currency.

Service providers must comply with all relevant occupational health and safety regulations, such as the Occupational Health and Safety Act 2004 (Vic). Service providers are required to report to the Sunbury and Cobaw Community Health Care Manager any incidents which occur in the provision of Home Care Package services. Service providers are required to report any infection control incidents or staff contamination (spread of contagion) to the Sunbury and Cobaw Community Health Care Manager.

Appropriate mental health training and support services must be offered to service provider support staff working with Home Care Package clients. This may include employee assistance programs, where staff have been caring for clients at their end of life.

More about reporting an incident and feedback: <https://www.sunburycobaw.org.au/contact-us/feedback/>

7. Service Delivery

7.1 Document Control, Client Confidentiality and Privacy

Client information is protected by the Privacy and Data Protection Act 2014 (Vic), including the Information Privacy Principles at Schedule 1, and the Health Records Act 2001 (Vic), and the Health Privacy Principles at Schedule 1.

Service providers must maintain records for reporting to Sunbury and Cobaw Community Health. Service providers must have appropriate document control policies to protect client information. Any breach of client confidentiality must be reported to Sunbury and Cobaw Community Health.

7.2 Reporting Requirements

- Service providers will advise Sunbury and Cobaw Community Health of any circumstances that would be considered detrimental to maintaining the quality services and/or would place the Sunbury and Cobaw Community Health at risk of any non-compliance or client dissatisfaction.
- Service providers are also encouraged to provide any feedback they receive from a client to Sunbury and Cobaw Community Health, either directly to the Care Manager or by email to hcp@scchc.org.au.

8. Invoice Processes

8.1 Australian Home Care Package Operational Guidelines

- The operational guidelines include details of the types of products and services which can be funded by the Home Care Packages program (inclusions and exclusions). In order to ensure products and services comply with these requirements, service providers are requested to only provide products/services requested by the Care Manager.
- If a service provider identifies that a client may have additional needs, or a client requests additional services, this is to be discussed with the Care Manager prior to providing any additional products or services.

8.2 Invoice Requirements

After a service has been provided, service providers are asked to promptly provide a legible tax invoice to Sunbury and Cobaw Community Health within 30 days of the service occurring, which complies with ATO requirements, and also includes the following details:

- Addressed to Sunbury and Cobaw Community Health (rather than the client)
- Client's full name and Home Care Package number
- Description of the service (rather than an item number or code)
- Date of the service, with each occasion of service as a separate line on the invoice
- Service provider's trading name (if applicable)
- Service provider's contact details
- Service provider's bank details
- Service provider's ABN number
- Invoice number
- Email address for remittance advice
- GST amount (if any) payable

The ATO requirements can be found here: <https://www.ato.gov.au/Business/GST/Tax-invoices/>

Tax invoices which do not contain this information may not be able to be paid and may be returned to the service provider to include the relevant information.

9. Discharge, Transfer and Financial Closure Processes

9.1 Client Discharge

- Home Care Package clients will discharge from our program when moving permanently into a residential care facility or passing away.
- If you as a service provider becomes aware of a client passing away, please notify the Home Care Package team or Care Manager immediately.

- Home Care Package Care Manager will generally arrange for the services supporting the client to be discontinued. Some final services may be required, such as a furniture removal and residential cleaning services.
- In some instances, the residential care facility may request nursing, allied health and medical information from service providers to enable a smooth transition for the client to the residential care facility.

9.2 Transfer to Another Home Care Package Provider

- A Home Care Package client can choose to transfer their package to another Home Care Package provider.
- This requires a financial closure process for Sunbury and Cobaw Community Health and budget transfer to the new provider.
- Service Agreements with Sunbury and Cobaw Community Health will be voided.
- It is at the discretion of the client and new Home Care Package provider to negotiate new service provider agreements.

9.3 Financial Closure Process

- You will be sent a letter from the Home Care Package Care Manager advising you that the client has discharged/transferred from Sunbury and Cobaw Community Health Home Care Package program.
- All outstanding invoices must be received by Sunbury and Cobaw Community Health within 45 days of the client ceasing the Home Care Package program.
- Once the Home Care Package client's budget has been reconciled, it is no longer open for funds to be paid.

10. Other

10.1 Feedback and Complaints Process

Sunbury and Cobaw Community Health welcomes any feedback from service providers, this helps to improve our service provision. Client feedback is especially important to us, and you may hear things that we don't. Please help us to record any feedback that could improve the service or congratulate good efforts.

- Complaints, incident reporting and feedback information are available on our website: <https://www.sunburycobaw.org.au/contact-us/feedback/>
- Sunbury and Cobaw Community Health uses a program called Zonka to record feedback from clients. Clients may have feedback regarding the Home Care Package staff and services that you could help to provide to us. Access to the Zonka portal is via: <https://zonka.co/6Ye1iT>
- Alternatively, complaints can also be made to the Aged Care Complaints Commissioner. For more information: www.agedcarecomplaints.gov.au
- For more information about the Aged Care Quality and Safety complaints process:

- <https://www.agedcarequality.gov.au/resources/referral-information-aged-care-quality-and-safety-commission-template>
- <https://www.agedcarequality.gov.au/making-complaint/lodge-complaint>

10.2 Client Advocacy Process

Please contact the Care Manager if you need to report any incidents, or issues that you consider need more attention. Information regarding different advocacy and support services are available:

- Seniors Rights Victoria: <https://seniorsrights.org.au/our-services/advocacy/>. Advocacy teams work with the person by telephone or face-to-face. Services include referrals for counselling, Services Australia enquiries, practical assistance with financial advice and support through court services.
- Office of the Public Advocate: <https://www.publicadvocate.vic.gov.au/>. Services include making a power of attorney, medical treatment decision-making, making an advance care directive, appointing guardians and administrators.
- Elder Rights advocacy: <https://era.asn.au/>. Services include information sessions regarding aged care services, information and help navigating My Aged Care and aged care assessment services processes.
- Carers Victoria: <https://www.carersvictoria.org.au/>. Services include carer support groups, carer advisory line, counselling, respite, Carers Victoria Electronic Carer Kit (information pack).

10.3 Managing Conflicts of Interest

In a regional community, and over long periods of relationship building, case managers may be/become acquainted with service users, carers, family members or a service provider to aged care services. It is the responsibility of the service provider to be open and honest about their acquaintances and connections to prevent complex issues arising from conflicts of interest. A service provider should not be contracted to work for family members and friends.

10.4 Gifting policy

The Victorian Public Sector Commission has set binding minimum accountabilities for the appropriate management of gifts, benefit and hospitality. Sunbury and Cobaw Community Health has adopted these accountabilities which are:

Individuals offered gifts, benefits and hospitality:

- Do not, for themselves or others, seek or solicit gifts, benefits and hospitality.
- Refuse all offers of gifts, benefits and hospitality that:
 - are money, items used in a similar way to money, or items easily converted to money;
 - give rise to an actual, potential or perceived conflict of interest;
 - may adversely affect their standing as a public official or which may bring their public sector employer or the public sector into disrepute; or
 - are non-token offers without a legitimate business benefit.

- Declare all non-token offers (valued at \$50 or more) of gifts, benefits and hospitality (whether accepted or declined) on Sunbury and Cobaw Community Health's gift benefit and hospitality register, and seek approval from the General Manager Aged Care, Disability & Clinical Services or delegate to accept any non-token offer.
- Refuse bribes or inducements and report inducements and bribery attempts to the General Manager Aged Care, Disability & Clinical Services (who will report any criminal or corrupt conduct to Victoria Police or the Independent Broad-based Anti-corruption Commission).

Individuals providing gifts, benefits and hospitality:

- Ensure that any gift, benefit and hospitality is provided for a business purpose in that it furthers the conduct of official business or other legitimate Home Care Package health and wellbeing goals or promotes and supports Sunbury and Cobaw Community Health policy objectives and priorities.
- Ensure that any costs are proportionate to the benefits obtained for Sunbury and Cobaw Community Health, and would be considered reasonable in terms of community expectations.
- Ensure that when hospitality is provided, individuals demonstrate professionalism in their conduct, and uphold their obligation to extend a duty of care to other participants. This includes compliance with Sunbury and Cobaw Community Health's Alcohol and Drugs Policy.

