

A photograph of a middle-aged man with grey hair, wearing a green fedora-style hat and a green polo shirt. He is smiling slightly and has his hands clasped in front of him. He is standing in front of a brick house with a red door and a window. The background is slightly blurred.

Your Home Our Care

Wintringham
Home Care Package

What you need to know

Terms & Conditions



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Now that you have decided that you would like Wintringham to provide you with the support and care you need to stay at home longer, here is some extra information about us.

Getting Organised

Wintringham's Case Managers are highly qualified and experienced people who can provide you with practical support and advice. Wintringham's Case Management team are a key component of our Home Care Package program and are available to assist you with any concerns you may have.

Your Case Manager can assist you with the initial set up of your Home Care Package, as well as regular monitoring and reviews, to ensure you receive the best support to stay independent at home. This is part of the mandatory services the government requires us to provide to you. More information about our service costs can be found on page 4 of this booklet.

Case Managers work with health and community services every day and can ensure that you get the services and care that you need. Coordinating your care is an optional case management service and your Case Manager can assist if you do not want to do this yourself. Further details on Optional Case Coordination can be found on page 5 of this booklet.

You may have times when you might require extra support due to illness or personal circumstances. You can choose to purchase extra assistance from your Case Manager as you require it.

Can you think of other things you would like to do to help you stay happy and safe at home? You can talk to your Case Manager who is there to help you.

The After Hours Service

Your Case Manager and their team will be available Monday to Friday 9am-5pm. If you need urgent advice or support outside these hours, you can contact Wintringham's After-Hours telephone support service to speak to an experienced Case Manager.

If the situation is an emergency, please call 000.

After-Hours Phone Number: 03 9034 4824

Cancellation of Services

If you are receiving services from Wintringham staff and wish to cancel them, please notify Wintringham by close of business on Thursday of the prior week. This ensures that our rosters are correct for the Care and Support workers. If Wintringham is not informed of a cancellation in time, you may be charged for the service.

Managing your Budget

Ready Reckoner

Wintringham's Ready Reckoner will assist you to create and manage a budget.

Our Ready Reckoner shows how your funding comes together in a simple way, from the cost deducted by Wintringham to help manage your Package, to what funding remains for purchasing your goods and services.

Using an iPad application, your Case Manager can use the Ready Reckoner to show you a break down of how your funds may be spent. Once completed, a summary of your budget and scheduled services is available for your records.

Monthly Statements

While the Ready Reckoner is a great tool at **predicting** what services can be purchased within your Package funding, the Monthly Statement shows you what goods and services have **actually** been purchased.

Wintringham will provide you with a monthly statement clearly explaining:

- » Your available funds (what funds the government has allocated to you plus any co-contributions you may have paid)
- » Details of what goods and services were purchased for the month
- » What you have spent
- » The balance of funds remaining

Our Service Costs

The government requires Wintringham to provide some mandatory services as part of a Home Care Package. It includes assistance to initially set up your Package, as well as monitoring and reviews. These tasks are completed by you and your Case Manager together. Everyone on a Package will be required to pay flat fees for these services and they will be paid for each month through the packaged care funding.

Wintringham also charges a one off Set Up cost when you commence a Package.

Administration

Covers all office costs and the cost of using the following Wintringham services: queries to our Finance department around funding or charges, complaint management, Occupational Health & Safety consultancy or Clinical Care advice on care planning. Available weekdays only during business hours.

Mandatory Case Management

Includes ongoing care planning, monitoring, reviews and re-assessment of your services by a qualified Case Manager. This service also covers the initial assessment visit and set up of your Home Care Package.

After-Hours Case Management

Includes any calls that require a response from our After-Hours telephone support service managed by one of our experienced Case Managers.

Contingency

Covers unexpected costs you may incur, such as an unexpected overrun in costs or short term increase in services due to ill health. Contingency funds accumulated are for you to use on your Package when these unexpected costs are incurred.

The Home Care Package Funding and Fees Schedule provides current costs associated with these services for each level of care.

Optional Services - Case Coordination

This component of Case Management is split into three parts, which are in line with the government requirements for Home Care Packages. You can choose to delegate any of these tasks to your Case Manager, which are charged at a flat fee for service. The current flat fee rates are outlined in the Home Care Package Funding and Fees Schedule, specific to your level of care.

You may choose to complete these services yourself or have a family member, friend or representative complete this for you. If you wish to undertake these tasks yourself, your Case Manager will work with you initially to ensure that these tasks are completed.

Case Coordination - Service Schedule and Task Lists

Includes completing the Service Schedule which details what goods and/or services are to be purchased and when the services are to be delivered. Includes completing all Task Lists which are used to describe duties to be undertaken at each service visit.

Case Coordination - Budget Management

Includes costing all goods and services to be provided on the Service Schedule and ensuring that the items purchased do not exceed the total amount of funding available. Where total services are in excess of funding available, this service considers a range of options to provide additional care or funding.

Case Coordination - Service Coordination

Includes managing the purchase of the goods and services – this component takes in rostering of staff or contacting a preferred contractor and organising for services to be provided in accordance with the Service Schedule.

Full Case Coordination

Includes all services listed above.

When you wish to change or adjust your Case Coordination arrangements, please contact your Case Manager. The three components of Case Coordination are billed on a monthly basis.

Leave Arrangements

There are times when you will take leave from your Package. The type of leave, and the length of time you are on leave, will impact upon the funding that Wintringham receives for you.

Hospital Leave: When you go into hospital the funding Wintringham receives will reduce after you spend 28 days in a row (consecutive) in hospital.

The Basic and Income Tested Fees you pay will continue.

Social Leave (and any other leave): You can take 28 days Social Leave each financial year (cumulative) before the funding provided to Wintringham for your care is reduced.

The Basic and Income Tested Fees you pay will continue.

Transitional Care: If you have a stay in Transitional Care the funding Wintringham receives will reduce after you spend 28 days in a row (consecutive) in care.

Your Basic Fee will stop while you are in Transitional Care, but you will still be required to pay any Income Tested Fees.

Residential Respite Care: You can stay in Residential Respite Care for up to 28 days in total (cumulative) each financial year before the funding Wintringham receives is reduced.

Your Basic Fee will stop while you are in Respite Care, but you will still be required to pay any Income Tested Fees.

If you are eligible for supplements these will be paid in various ways depending upon the length of time you are on leave, and the type of supplement you receive. Your Case Manager can explain the impact of leave on any supplements you receive.

Fees and Charges

Fees are determined by the conditions set out by the Commonwealth Government relating to all levels of Home Care Packages. There are two fees for a Home Care Package.

The first fee is a Basic Fee and it is negotiable. Wintringham will discuss what Basic Fee you can afford to pay, if any. You can request a review of the Basic Fee at any time.

The second fee is an Income Tested Care Fee. This fee has been introduced by the government to ensure people with a higher income contribute more towards their Home Care Package.

If you are a self- funded retiree, and receive no government pension you will need to complete an Aged Care Fees Assessment form. This enables the government to assess your income, and determine the amount of fees you will need to pay. If you would like an estimate of your Income Tested Care Fee please use the calculator found on www.myagedcare.gov.au.

If you want to have more assistance than is covered by your Home Care Package you have the option of paying for extra services.

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: If you would like more information about fees and charges, you can contact:	
: Wintringham’s Chief Financial Officer	: 9376 1122
: My Aged Care	: 1800 200 422
: Centrelink - General Enquires	: 13 23 00
:	

How to Pay Your Fees

There are a number of ways that you can pay your fees at Wintringham.

Centrepay

If you wish to take up this option, your Case Manager will assist you to complete the relevant forms and will submit them on your behalf.

Electronic Funds Transfer (EFT)

If you wish to deposit your packaged care fees directly into Wintringham’s bank account via EFT you can use the details below.

Name of Bank:	Commonwealth Bank of Australia
Branch:	Moonee Ponds
Account Name:	Wintringham
BSB Number:	063 -147
Account Number:	1033 7988

Credit Card

You can contact our Head Office on 9376 1122 and make a credit card payment over the phone directly to our Finance team. Alternatively, you can complete your credit card details on your Monthly Statement and submit this to your Case Manager.

Cheque

Please make any cheques payable to Wintringham.

Cash

Wintringham staff are able to accept cash payments. If you choose this option you will be provided with a receipt for the cash paid.

Services that cannot be Purchased

There are some things you can’t use your Home Care Package for in accordance to the government’s funding guidelines.

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- These services or items include:
- » Use of the package funds as a source of general income
- » Purchase of food, except as part of enteral feeding requirements
- » Payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent
- » Payment of home care fees
- » Payment of fees or charges for other types of care funded or jointly funded by the Australian Government
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Wintringham is able to decline a request for a particular service in some circumstances. These cases are usually related to requests that sit outside of Aged Care legislation, where there are insufficient funds in your Home Care Package, or where your health and wellbeing would be at risk if the service occurred. Your Case Manager will explain to you the reasons why this service is unable to occur, and will work with you to find a solution.

What if I want Someone Else to Provide Services to Me?

Wintringham has a range of contractors with whom we currently work with. We can provide you with a list of all our current approved service providers in your region to assist with selecting high quality services that best meets your needs.

To ensure your needs are met, Wintringham can form new partnerships and make agreements with new service providers at your request. We have formal service contracts which specify our requirements to ensure you receive high quality services.

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· All services that Wintringham purchases for you, must come from an individual or organisation that:

· » has an Australian Business Number (ABN)

· » holds current insurance indemnity

· » holds appropriate WorkCover certification

· » is appropriately qualified and has experience in the provision of the service requested

· » where appropriate, has been accredited to provide the requested service

· » has a system in place to ensure that all staff who provide services have had their Police Records checked every three years and have not committed a crime which would exclude them from being employed in this field

· » has a system in place to ensure that all staff complete regular training as required

· » work in accordance with all relevant legislation, regulatory requirements, professional standards and guidelines

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Equal Employment Opportunity

Wintringham is committed to ensuring that all our staff work in an environment free from discrimination and harassment.

We have a strict staff Code of Conduct to equally ensure that we deliver the highest level of services to you.

Occupational Health and Safety

Wintringham is committed to the ensuring the health and safety of our Care and Support workers when they are at work. For our Care and Support workers, your home is their workplace, which is why the risks of all tasks undertaken will be considered.

If we believe that you or our staff are at risk, we will work with you to address the issue to find alternative ways to manage safely. Until a resolution can be found, it may be necessary for Wintringham to reduce or withdraw services.

A Home Risk Assessment will be carried out on an annual basis by an experienced Case Manager to ensure your home is safe for you and our staff.

Equipment

To make it easier for Wintringham staff to assist you with cleaning tasks we ask that you have appropriate cleaning equipment available e.g. vacuum cleaner, cleaning cloths, mop and bucket. If you cannot provide these items, please discuss this with your Case Manager.

If you require equipment or aids to help you get around, look after your personal hygiene, make yourself understood and generally stay safe, your Case Manager can assist you. In many cases this may require an assessment from a suitably trained professional, to ensure the equipment you receive meets your needs. This assessment may also include training for staff on how to use the equipment safely.

There are a range of funding opportunities available for aids and equipment. Your Case Manager will be happy to assist you to ensure you have the aids and equipment you need.

Cleaning Products

Many cleaning products on the market today are classified as hazardous and can be harmful. Wintringham endeavours to always use non hazardous chemicals for your safety, and the safety of our staff.

Wintringham recommends the use of micro-fibre cleaning cloths, or non-chemical alternatives such as vinegar, lemon juice or baking soda to be used for cleaning.

Non-hazardous cleaning products which can be used

Name	Type	Fragrance (if applicable)
Ajax	Cream cleanser. Floor cleaner. Powder Cleanser. Power Gel. Professional. Triple Action Glass. Spray n Wipe.	Lemon. Baking Soda / Lemon. Lemon. Fresh. Ultra Degreaser. Baking Soda / Lavender & Citrus / Lemon Citrus / Ocean Fresh / Orange Force.
Cold Power	Advanced concentrate. Advanced liquid. Advanced powder.	
Cuddly	Fabric conditioner concentrate. Fabric conditioner.	Classic Fresh / Lavender Fields / Fresh Linen / Rainforest. Sunshine Fresh / Freshness of Aloe.
Dynamo	Liquid.	Matic.
Fluffy	Fabric softener concentrate. Fabric softener. Fabric softener tumble dryer sheets.	All Fragrances. All Fragrances. Jasmine Fresh.
Harpic	Flushmatic. Powerons Gel.	
Hurricane	Disinfectant. Laundry liquid.	Alpine Meadow / Blue Gum. Apple / Lavender / Lemon.
Ivy	Soap.	
More Soft	Fabric Softener.	
Nifti	Nifti.	
Sard	Oxy Plus Spray. Wonder Soap. Wonder Stick.	Eucalyptus Oil / Citrus Oil. Eucalyptus Oil. Eucalyptus Oil.
Spree	Concentrate. Dishwashing Liquid.	Apple Fresh / Lavender Fresh / Lemon Fresh. Lemon / Lavender.
Ultra Palmolive	Dishwashing Liquid.	Antibacterial Lemon / Baking Soda with Grapefruit Extracts / Lemon / Lime / Ocean Breeze Antibacterial.

If you would prefer our Care and Support workers use a product not listed above, please speak to your Case Manager.

Banking

Wintringham asks all staff not to conduct banking transactions on behalf of our consumers.

If you are having difficulty with banking or managing your money, please speak to your Case Manager who will work with you to find a suitable solution.

Smoking

As part of Wintringham’s commitment to providing a smoke free working environment for all of our workers, we ask that you or your visitors refrain from smoking whilst your home is being attended to or while you are in the company of a Wintringham staff member. If you have been smoking, please consider opening windows and doors to air any smoke out of your home before staff arrive.

Pets

In order to ensure safe entry and exit from your home, we ask that you restrain pets prior to a worker’s arrival.

Gifts

Wintringham staff are unable to receive gifts or favours for things they do as part of their job at Wintringham. Please be aware that Wintringham employees will be unable to accept personal gifts.

Wintringham always welcomes cards or letters from our consumers.

Have your Say

Wintringham welcomes feedback, comments and suggestions from all our consumers.

Having a say about what you like or what you need is a way of making sure that the right services are offered to you. Wintringham management and staff are happy to meet with you at any time should you have any issues to discuss.

Feedback and Improvement

Feedback and Improvement forms can be used to tell us what we are doing right or alert us to areas that you think require improvement.

These forms are available through the staff and your home folders. Completed forms will be forwarded to the Program Manager who will identify any action required to improve services.

In addition, family and friends can contribute their ideas and suggestions by completing the Feedback and Improvement forms.

Your Right to Complain

If you are unhappy with any aspect of your home care service, you have the right to complain. It is our aim to resolve all concerns brought to our attention so that our services can be continually improved and to prevent recurrence of similar issues.

- » If problems arise, please raise the issue with your Case Manager so that the matter is addressed as soon as possible
- » If you feel uncomfortable discussing your complaint with your Case Manager then you or your representative can call the Program Manager

Feel free to call or write to us at anytime should you have any concerns. A response to all complaints will be provided to you within 7 days.

All complaints are treated in a confidential manner and you can be assured that no person will be adversely affected because of a complaint being made.

Advice and Advocacy

Should you feel that Wintringham has not addressed your complaint or you would like to discuss the issue that is independent of Wintringham, you can contact:

Aged Care Complaints Commissioner	1800 550 552
National Aged Care Advocacy Program	1800 700 600
Elder Rights Advocacy	1800 700 600
The Health Services Commissioner	1300 582 113
Victorian Equal Opportunity Commission	1300 292 153
The Office of the Public Advocate	1300 309 337
Homelessness Advocacy Service	1800 066 256

Deaf, Hearing or Speech Impaired?

Contact the National Relay Service:
TTY Users: phone 1800 555 677 and ask for 1800 550 552
Speak & Listen Users: phone 1800 555 677 and ask for 1800 550 552

Need an Interpreter?

Contact the Translating and Interpreting Service:
131 450 and ask for 1800 550 552

Your Privacy

Wintringham is committed to protecting your privacy and to ensure we can provide you with the best possible care and services. We are bound by the Privacy Act 1998 and the Australian Privacy Principles.

Collection of Information

We will only collect information for a purpose that relates directly to our functions and activities as an Aged Care and Housing provider. The information we request of you is relevant to providing you with the care and services you need. If you choose not to provide us with some or all of the information we request, we may not be able to provide you with the care and services you require.

Use and Disclosure

We will use and disclose your personal information only for the purpose for which it was collected or for any other purpose that is otherwise directly related to our functions or activities as an Aged Care and Housing provider or otherwise permitted at law.

Access and Correction of Information

Our Privacy Policy also contains detailed information on how you may access the personal information we hold about you and how you can seek to have your personal information corrected.

More detailed information about these aspects can be found in Wintringham's Privacy Policy. This is available on our website, or you can request a copy from your Case Manager.

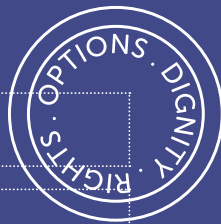
If you have any questions or complaints in relation to privacy, or how we manage your personal information, please contact Wintringham's General Manager of Operations on 03 9376 1122.

Withdrawal from the Program

If you decide you no longer want Wintringham to help you manage your Home Care Package, you may withdraw from Wintringham's program at any time by giving 28 days notice in writing.



Contact details



Telephone

03 9376 1122

Facsimile

03 9376 8138

Email

admin@wintringham.org.au

Advice and Information for accommodation and services

03 9034 4824

Media enquiries

comms@wintringham.org.au

Website

wintringham.org.au

Head Office

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