



HAPPY AT HOME: THE AGELESS NEWSLETTER

November 2024



8888 7700

Our office is open
Monday to Friday
8.30am – 5.00pm.



Christmas Office Hours

24th Dec - 8.30 -12.00

25th Dec – Closed

26th Dec – Closed

27th Dec – Closed

1st Jan – Closed

Emergency afterhours
number is 0497 446 221

HOME CARE TEAM

Welcome everyone. Summer is just around the corner and it's time to make sure you have everything in place before the heat arrives. If you haven't already met the Home Care Team, let me introduce them. We have our 2 Registered Nurse/Coordinators Leah and Bev, Belinda in Rostering, Sue C who does everything finance, Sue B our Quality and Safety Officer and myself Deb Adams, Home Care Manager. Next newsletter I hope to have a staff member write a few sentences introducing themselves. We've included information regarding the Support at Home Program coming in July 25. If you have any questions, please call Deb on 8888 7700 and we'll try and answer your questions with the information we have so far.

“Age is simply the number of years the world has been enjoying you!”

DISABILITY, AGING & LIFESTYLE EXPO 2024 NEW DATES

Don't forget to come down and see us at the Disability, Aging and Lifestyle Expo being held at the Copper Coast Sports and Leisure Centre are Wednesday 27th and Thursday 28th November 10.00am to 4.00pm. Come down and see the team. Enter our competition to guess how many Jelly Beans are in the Jar. The correct guess wins the Jar of Jelly Beans. Entry is Free.

HOME CARE - HOME DELIVERED FOOD OPTIONS

Sometimes we are no longer able to cook for ourselves for various reasons. Depending on your location we are able to have meal provided by a few different Companies. We currently use Meals on Wheels, Lite N Easy and Vintage Chef. Please call the office if you'd like more information.



HAVE YOU HAD A MEDICAL INCIDENT OR FALL?

Please remember to let the office know if you have been hospitalised or required ambulance attendance, for our records. This awareness allows our Support Workers to be prepared before their visit, so that they can provide the right care for you. If you need a visit from our nursing team to attend a wound dressing this can be organised by phoning the office on 8888 7700.



PATIENT ASSISTANCE TRANSPORT SCHEME (PATS)

The Patient Assistance Transport Scheme – called PATS for short – is a subsidy program funded by the Government of South Australia and administered through the six regional local health networks by the Rural Support Service in SA Health.

Through PATS, subsidies are provided to assist South Australians who are required to travel more than 100km each way to access necessary and approved medical specialist services that are not available locally.

Approved escorts are also eligible for PATS.

For more information about PATS or to find out if you are eligible for subsidies, please visit the PATS website www.pats.sa.gov.au

You can contact the PATS team on 1300 341 684 or by emailing PATS@sa.gov.au

HOME CARE CHRISTMAS CLIENT LUNCH

Save the Date - Thursday 12th December 2024

Our next client lunch will be held at the

Royal Hotel – 2 Ryan St Moonta 12pm – 2pm

We will be having a few door prizes and give aways.

The senior's menu is \$18.90 with the following options;

Fish and Chips, Bangers and Mash, Lambs Fry and Bacon, Rissoles and Mash, Salt and Pepper Squid, Beef or Chicken Schnitzel or feel free to order off the main menu. All meals include Salad and Veg bar.

RSVP to Belinda by Thursday 5th December on 8888 7700





CONSUMER ADVISORY GROUP

Our 2nd Consumer Advisory Group has been held with some great feedback and suggestions. Some of the suggestions are topics in this newsletter. Our Chairperson (Joan Zilm) and Secretary (Janet Renfrey) are happy to talk to you if you'd like them to bring up a topic to be discussed at the meeting. Please call Deb on 8888 7700 and she will pass on their phone number to you.

Who do I call for Medical Issues?

MEDICAL EMERGENCY

Call 000 for URGENT medical assistance

MENTAL HEALTH EMERGENCY

Call Mental Health Triage Service: 13 14 65

GENERAL MEDICAL ADVICE

Call Health Direct; 1800 022 222

24-hour health advice line and service directory providing expert health advice and information.

For non-urgent medical issues book an appointment with your GP for medical assistance.



CHILL AND CHAT – KADINA SHOWGROUNDS

Looking for a cozy space to relax, craft, and connect? Go along to the Chill N Chat event.

Every Tuesday 9.00am to 3.00pm at the Kadina Showgrounds Exhibition Hall. Cost is \$5.00, which includes tea and coffee!

Bring your own craft or hobby and enjoy a lovely cup of tea or coffee while you work. It's the perfect chance to unwind, share a biscuit or two, and make new friends in a safe and welcoming environment. Gather for good company, creative inspiration, and plenty of laughs!



RECOGNITION TREE

During the Consumer Advisory meeting it was discussed the amount of feedback we receive from our clients praising the wonderful Support Workers and Sub Contractors.

It was suggested that we make up a Recognition Tree. Every time we receive positive feedback about a person, we add their name to the Recognition Tree and at the end of the month we place all their names into a hat. We have a name drawn out of the hat and the person's name drawn will win a prize and certificate.

So, keep your feedback coming in. It might be your compliment that gives someone a prize.



PREPARING FOR SUMMER

Everyone is at risk of heat-related illness during hot weather and heatwaves. It is easy to become overheated and dehydrated in hot weather which can lead to serious conditions and illness like heat exhaustion and, in extreme cases, heatstroke.

To reduce your chances of becoming affected by the heat and unwell during very hot weather:

- Check your fans and air-conditioners to make sure they are working, and that filters, pads and air vents are clean.
- Check the weather forecast so you know when hot weather is coming.
- Avoid going out in the heat.
- Drink plenty of water and always take water with you if you do go out. Avoid caffeine and alcohol as they can lead to dehydration.
- Keep curtains, blinds and windows closed during the day to keep your home cool.
- Cool off with a cold shower or bath.
- Never leave children or pets in a parked car.
- If you exercise outside, do it early in the day or late in the evening when the temperature is cooler and try to stay in the shade.
- A trip to an air-conditioned public space, like the local library, cinema or shopping centre, may help you keep cool and give you some relief from hot weather.
- If possible, bring pets inside when the weather is hot. If they cannot be indoors, make sure they have plenty of water, shelter and shade. Pets in cages, like birds, rabbits and guinea pigs, need to be kept indoors or in shade at all times on extremely hot days.

Also remember to get your house ready by;

Clearing the yard - Remove any dead vegetation, Mow the lawn, trim any overhanging trees and bushes, Dispose of any rubbish and clean the gutters.

South Australia's bushfire season typically begins in November, so it's essential to take preventative measures and keep your yard clean.

These steps are especially relevant to those living in Adelaide's outskirts, or in rural areas surrounded by National Parks and patches of wilderness.

While each property will require different steps, it's generally a good idea to begin by doing the few short steps:





SUPPORT AT HOME PROGRAM (S@H) – WHAT WE KNOW

From 1 July 2025, Support at Home will replace the existing Home Care Packages (HCP) Program and Short-Term Restorative Care (STRC) Program.

Support at Home will bring together current in-home aged care programs, ensuring a simpler and more equitable system for older people that helps them to stay at home for longer.

Support at Home will ensure improved access to services, equipment and home modifications to help older people remain healthy, active and socially connected to their community.

Benefits of Support at Home

- Support at Home will provide more effective in-home aged care to support older people to stay independent and at home for longer through:
- providing access to higher levels of care by increasing the maximum annual amount of funding available for in-home aged care from \$61,440 to \$78,000
- efficient pricing arrangements through capped prices and no separate administrative or management fees
- equitable participant contributions which will apply only to non-clinical services received
- more timely support as wait times between approval for Support at Home and assignment of funding for services will progressively reduce, with a target of three months from July 2027
- better access to preventative support through upfront funding up to \$15,000 for the Assistive Technology and Home Modification (AT-HM) Scheme – participants will no longer need to save up individual budgets to access assistive technology (e.g. walking aides) and home modifications (e.g. installing a rail in the shower)
- an expanded Restorative Care Pathway, which will improve upon existing arrangements under the Short-Term Restorative Care (STRC) Programme by increasing support from 8 weeks to 12 weeks and doubling available places (increase from 2,269 to 5,000 places, per quarter)
- access to a new End-of-Life Pathway that provides up to \$25,000 over 3 months for older people with less than 3 months to live, to help them pass away with dignity in their own home.

Capped hours for cleaning and gardening services

The hours of cleaning and gardening a participant can access under Support at Home will have an annual cap.

The services will be capped at:

- 52 hours per year for cleaning
- 18 hours per year for gardening.

The annual caps will be in place to ensure funding is available to focus on clinical needs and maintaining independence. The department will monitor the cleaning and gardening cap settings to ensure they remain fit for purpose.



Capped prices

Under Support at Home, providers will invoice the Australian Government for services delivered against each participant's budget. The government will set price caps for each service type. Providers cannot charge unit prices that exceed these caps.

Price caps will be informed by advice from the Independent Health and Aged Care Pricing Authority (IHACPA) to ensure an equitable, fair and transparent approach to pricing of services. The price caps will include the full cost of service delivery, including administration costs. Support at Home providers will therefore not be able to charge participants separate administration fees.

Quarterly individual budgets

A Support at Home participant's classification amount will be divided into 4 approximately equal budgets that each cover 3 months of the year. Participants who have not spent their budget within the quarter will be able to accrue a maximum of \$1000 or 10% of their quarterly budget (whichever is higher) from one quarter to the next. Budgets will be held on behalf of a participant in an account managed by Services Australia.

The service list will outline all services available under Support at Home, with clear inclusions and exclusions. A participant can only use their budget for services that they have been assessed as requiring and as documented in their notice of decision and accompanying support plan.

What this means for participants:

- Participants and their provider have the flexibility to manage their funding each quarter, in line with services they have been approved to access.

What this means for providers:

- Providers will invoice by service against a participant's quarterly budget for services delivered.

Ability to move unspent funds to the next quarter

Participants can move unspent funds of up to \$1,000, or 10% of their quarterly budget (whichever is higher), between quarters to meet unplanned needs.

For example:

- A participant has rolled over \$1,000 of unspent funds into the next quarter. They use part of the \$1,000 towards additional meals and transport, as their informal carer who usually helps with this is away on holidays, and they have been approved to access these services.

What this means for participants:

- Participants can fund unplanned changes from quarter to quarter.

What this means for providers:

- Providers will be required to plan services against a quarterly budget and within limits for unspent funds moved from the previous quarter.



Participant contribution levels

The standard Support at Home participant contribution rates as a percentage of service prices are described in **Table 2**.

Table 2. Support at Home contribution rates

	Clinical supports	Independence	Everyday living
Full pensioner	0%	5%	17.5%
Part pensioner	0%	Part pensioners and CSHC holders will pay between 5%-50% based on an assessment of their income and assets. For part pensioners this will be based on their Age Pension means assessment. CSHC holders will undergo a separate assessment for Support at Home.	Part pensioners and CSHC holders will pay between 17.5%-80% based on an assessment of their income and assets. For part pensioners this will be based on their Age Pension means assessment. CSHC holders will undergo a separate assessment for Support at Home.
Self-funded retiree (holding or eligible for a Commonwealth Seniors Health Card - CSHC)	0%		
Self-funded retiree (not eligible for a Commonwealth Seniors Health Card)	0%	50%	80%

Contribution arrangements for existing home care recipients

A no worse off principle will apply to the contributions arrangements for people who, on 12 September 2024, were either receiving a package, on the National Priority System, or assessed as eligible for a package. These participants will be no worse off because of the reforms: they make the same contributions, or lower, than they would have had under Home Care Package (HCP) Program arrangements.

Existing HCP recipients that do not pay an income-tested care fee will continue to make no contributions for the remainder of their time in Support at Home.

Existing HCP care recipients that do pay income-tested care fees will transition into Support at Home with special discounted contribution arrangements.

When these participants move to residential care, they will stay on the existing contribution arrangements for residential care unless they opt to move to the new program contribution arrangements. Changes to accommodation payments in residential care would still apply to these



participants, since accommodation payments are an agreement negotiated between the resident and their provider.

ACCESS TO CARE MANAGEMENT SERVICES

Dedicated care management

All Support at Home participants will have access to care management, which supports participants to get the best outcomes from their aged care services. Care management activities are described in **Table 5**.

Table 5. Care management activities

Activities	Description
Care planning	<ul style="list-style-type: none">• Identifying and assessing participant needs, goals, preferences and existing supports.• Developing and reviewing care plans.• Reviewing agreements.
Service coordination	<ul style="list-style-type: none">• Communication and coordination with workers involved in the delivery of services, and with the participant and their family or informal carers.• Budget management and/or oversight.• Facilitating transitions in care.
Monitoring, review and evaluation	<ul style="list-style-type: none">• Engaging in ongoing care discussions.• Case conferencing.• Monitoring and responding to changing needs and emerging risks.• Evaluating goals, service quality and outcomes.
Support and education	<ul style="list-style-type: none">• Supporting participants to make informed decisions.• Supporting and integrating reablement approaches.• Providing independent advice, information and resources.• Health promotion and education.• System navigation and linkage.• Problem solving issues and risks.• Ensuring participant views, rights and concerns are heard and escalated.• Assisting the participant with providing complaints and feedback.

Care management activities are delivered by a Support at Home provider through a care partner. A care partner is an appropriately trained person who delivers care management services in Support at Home and supports participants to achieve the best outcomes from the aged care services they receive.

The team-based approach to delivering care management adopted by many Home Care Package providers may continue to be used under Support at Home. For example, this may involve more routine check-ins being done by a non-clinical staff member, with clinical oversight by a team of qualified clinicians.



Support at Home participants who receive ongoing services will have 10% of their quarterly budget set aside for care management. The government will provide an additional supplement in respect of participants with diverse needs. The care management funding for all participants will be pooled with their provider in a care management fund to deliver care management across all of their Support at Home participants. This will allow providers to flex care management support up and down as participants' needs change over time.

In line with broader program payment arrangements, providers will claim and be paid for care management services after they have been delivered at unit prices that must be at or below the Government-set price caps.

Within a financial year, there will not be a limit on the unspent care management funds that providers can hold between quarters. There will be a quarterly update of the fund for any change in participant numbers and characteristics. There will also be an annual check to ensure providers are not accruing more than one-quarter's worth of unspent funds between financial years.

What this means for participants:

- Participants will continue to access care management.
- Participants who receive ongoing services will have 10% of their quarterly budget pooled with their provider to deliver care management.
- Participants will be able to receive varying levels of care management as their needs fluctuate.

What this means for providers:

- Government will calculate available care management funds for providers based on their number of participants, and any supplements they attract.
- Providers will have the flexibility to manage funding to meet participant needs which may vary over time.
- Providers will be paid for care management services after they have been delivered, at prices up to the price caps set by government.

ASSISTIVE TECHNOLOGY AND HOME MODIFICATIONS SCHEME

The new AT-HM Scheme will provide eligible participants under the new Support at Home program upfront separate funding to access the products, equipment and home modifications that will help them to live at home independently for longer.

Accessing the AT-HM Scheme

Eligible participants are those people assessed using the Integrated Assessment Tool (IAT) as requiring assistive technology and/or home modifications. They will be allocated an appropriate assistive technology and/or home modifications funding tier by the assessor and this will be included in their support plan. The older person will then share their support plan with their Support at Home provider.

Access to home modifications and complex assistive technology products and equipment may require prescription from a suitably qualified health professional.



Participants may be required to make a co-contribution towards their assistive technology or home modifications.

How the AT-HM Scheme will work

Support at Home providers will be responsible for arranging and sourcing the required assistive technology and/or home modifications and wrap-around services (e.g. such as set-up and training to ensure safe use of equipment) in line with any prescription required.

AT-HM funding tiers

There are 3 main funding tiers for assistive technology and 3 funding tiers for home modifications. Funding tiers will have set time periods in which funding must be used and funding will not accrue over time.

AT-HM funding can cover:

- products and equipment
- home modifications
- prescription
- wrap-around services
- coordination costs

The indicative funding tiers are described further in **Table 6 and 7**.

Table 6. Assistive technology

Funding tier	Funding allocation cap	Time allocated to expend funding
Low	\$500	12 months
Medium	\$2,000	12 months
High	\$15,000*	12 months

* Higher amounts for AT may be approved with prescription.

Table 7. Home modifications

Funding tier	Funding allocation cap	Time allocated to spend funding
Low	\$500	12 months
Medium	\$2,000	12 months
High	\$15,000	12 months

Final funding tiers will be settled prior to commencement of the program.

Participants with specified needs, such as ongoing incontinence, may be eligible for additional funding over a longer period to be allocated during assessment.

The home modifications high funding tier may be extended for an additional 12 months to complete complex home modifications (24 months in total) if evidence of progress is provided to Services Australia within the first 12 months. Access to high-tier home modifications will be capped at \$15,000 per lifetime (plus any additional supplements).



Parkview Community Care

The AT-HM Scheme may cover some repairs and maintenance to assistive technology products and equipment.

Supplements to a participant's funding may be available to people in rural and remote areas to assist with the equitable provision of assistive technology and home modifications.

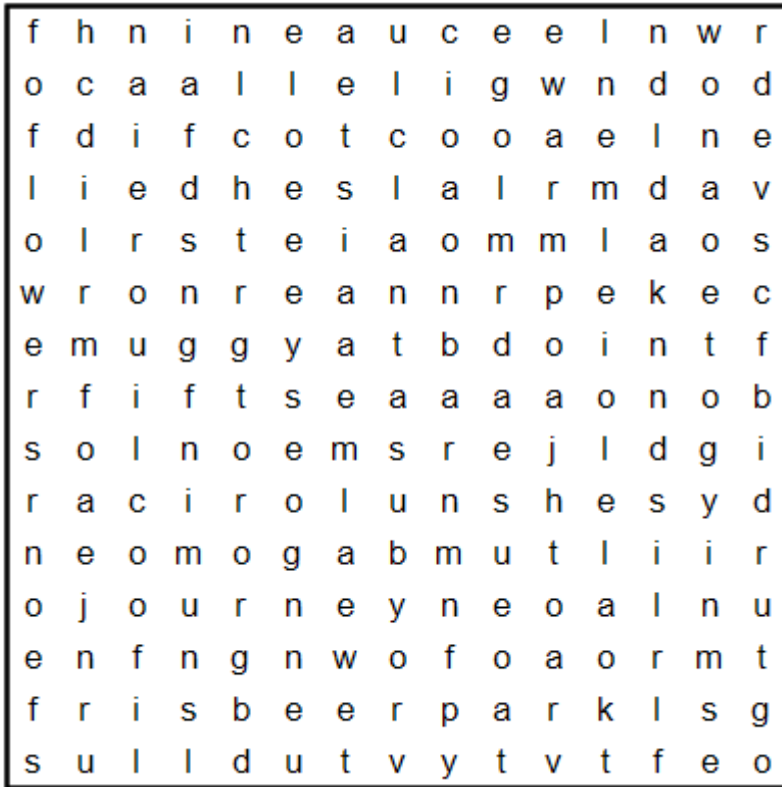
Participants will have co-contribution requirements and must meet all additional costs above the funding tier limit.

This information is a snap shot of the Support at Home Program Handbook. You can find handbook at <https://www.health.gov.au/resources/publications/support-at-home-program-handbook>



Summer is just around the corner!

Summer is one of the four seasons and comes after Spring and before Autumn. It is the hottest season of the year. The Eiffel Tower grows in summer. On a hot day the iron from which it is constructed expands so much that the tower can rise by 17cm!!



Word List

- | | |
|----------------|----------------|
| Camping | Heat |
| Park | Warm |
| Flowers | Journey |
| Sandals | Frisbee |
| Muggy | Sea |

Summer Word Wheel

This Summer themed word wheel is made from a 9 letter Summer themed word. Try and find that word, then make as many words of any length as you can from these letters. You can only use each letter once, and each word must include the letter **B**.

