

Aged Care Services Information Kit



At every age
and every stage

Well

for

Life

Welcome and Introduction

About IPC Health

IPC Health is a community health organisation servicing Melbourne's West. We provide a diverse range of services including medical (GPs, nurses, paediatric, youth and women's health and diabetes education), dental, allied health (podiatry, occupational therapy, speech pathology, physiotherapy, dietetics and cardiac rehabilitation), counselling services (Gambler's Help, community health counselling and alcohol and other drugs treatment) and aged care services.

Our Aged Care team is highly skilled and experienced in delivering the care and support you need in the comfort of your own home.

Our vision

'Well for Life'

Our purpose

We improve quality of life for the people and communities we serve by maximising access to health and wellbeing services.

Our values



We are passionate

We go above and beyond, demonstrating understanding and respect for our communities and each other.



We are creative

We learn, experiment and innovate.



We make a difference

We act with purpose, measure our results and celebrate achievements.



Your key contacts

Care Partner

Your Care Partner will:

- Prepare your care plan with you and coordinate your care and service plan
- Work with you to identify, implement, monitor and review appropriate services required to meet your needs
- Prepare your budget for you and manage your package funds
- Consult and communicate with you and significant others (family or other health professionals) to discuss information relevant to your care plan
- Conduct a review of your care plan
- Arrange clinical care service appointments
- Maintain regular contact with you and will visit you

Your Care Partner is:

Aged Care Administrators

Care Administrators will:

- Answer the phone when you call us
- Book, cancel and re-schedule your services
- Help your Care Partner with ordering your supplies and equipment
- Contact a service provider if you have any questions about your service
- Let your Care Partner know of any important matters about changes to your care for your Care Partner to follow-up
- Contact you to seek your preferences about services scheduled on public holidays

Contact us

**You can contact us by calling (03) 7068 0214 option 1
or sending us an email to agedcareadmin@ipchealth.com.au**

Services

The Support at Home range of services include:



Clinical supports

such as nursing care,
occupational therapy
and physiotherapy



Independence

such as help with showering,
taking medications, transport
or respite care



Everyday living

such as cleaning,
gardening, shopping
or meal preparation

Contributing towards my services

You will need to contribute towards the cost of some services if you were approved for Support at Home after the 12th of September 2024, or were required to pay an income tested care fee. The contribution rate will differ depending on the type of service and the outcome of your income and assets assessment.

This is outlined below:

Income and assets assessment outcome	Service category - clinical supports	Service category - independence	Service Category - everyday living
Full Pensioner	0%	5%	17.5%
Part pensioner and self-funded CSHC* holder	0%	Between 5% and 50%	Between 17.5% and 80%
Self-funded non-CSHC* holder and means not disclosed^	0%	50%	80%

* Commonwealth Seniors Health Card

You will be invoiced monthly for your contributions. We will speak with you about setting up a direct debit if you wish.

Scan the QR Code to download our fee schedule



Short term pathways

There are other areas of care that you may need that may be funded. These short-term pathways are outlined below:



Assistive technology and home modifications

If you are eligible you may be allocated a separate bucket of funding to cover the costs associated with purchasing aids and equipment and having home modifications. Limits apply to the amount of funding you will be able to access.



Restorative care

You may also be able to access 16 weeks of intensive allied health and/or nursing care to help you maintain, improve or reduce deterioration in your current function. If you have a goal you would like to work towards please discuss with your Care Partner.



End of life pathway

You may be eligible to access extra funding if you have been diagnosed as having 3 months or less to live and wish to remain at home.

Ceasing and temporarily stopping services

You may choose to cease your package or change providers at anytime.

If you don't receive any services for 4 consecutive quarters (1 year) your package will be stopped and reallocated.



How IPC Health supports me

We work to understand you as an individual and tailor care and services to meet your needs and preferences.

What will this process look like for me?

1. Our Intake Worker will work with you to make sure you are ready and have all the information to sign-up
2. Your Care Partner will contact you shortly to introduce themselves and arrange a home visit
3. At the home visit your Care Partner will develop a Care Plan with you and go over your budget
4. We will call you once a month and visit you 2-4 times per year to check in with you (depending on your package)

If you need other services, we can help organise a re-assessment through My Aged Care.

Taking control of your care and services

If you want to coordinate your options for services and self-manage your package, you can opt in to self management. This means you are leading and making key decisions about your services and budget. Speak to your Care Partner for more information.

Service coordination

Changes to services

Please do not arrange any services without seeking approval from your Care Partner. Contact your Care Partner if you require additional services or if you need a health professional assessment organised. Your Care Partner will discuss with you your services and items that can be purchased to support your health, safety and care needs.

Requests for aids, equipment or minor home modifications

Certain assistive technology and home modifications may be funded through the Support at Home program. All purchases must be approved by the Care Partner. Many items must be prescribed by a health professional.

The health professional will send their recommendations to your Care Partner who will be in contact with you to confirm items or equipment required. An item can be recommended by a health professional but will need to be allowed under the Support at Home program for it to be funded.

Wait time for services

Your Care Partner will request the service or assessment required for your care within 24-48 hours. The service provider may take a few days to confirm the service date and time. Once the confirmation is received from the provider, your Care Partner will contact you to advise.



Brokerage of services and carers

At IPC Health, we have entered into service agreements with private providers and make sure all direct care workers and contractors must have a valid Police Check, insurance coverage and relevant skills to ensure safety and quality of your care.

Reimbursements

Our primary payment arrangement with providers is to receive invoices and pay them directly for your care and services. Where this is not possible, please speak with your Care Partner about a potential reimbursement.

We are unable to reimburse any items which have not been previously agreed upon and approved in discussions and care planning.

Reimbursements can be completed where pre-approval is confirmed with the Care Partner and for a once off service or item.

Your right to provide feedback and complaints

You have the right to provide feedback or make a complaint about your care and services at any time, without fear of reprisal. We take all feedback seriously and use it to improve our services.

We encourage you to speak with your Care Partner first. If needed, you can also contact the Team Leader or Manager on **(03) 7068 0214**.

Feedback

Contact us for service feedback or complaints:



Online form: IPC Health Feedback



Speak to staff on campus



1300 472 432



PO Box 171, Deer Park, VIC 3023



ipchealth@ipchealth.com.au

If you're not satisfied with our response, you can contact the Aged Care Quality and Safety Commission at **1800 951 822** or lodge a complaint at agedcarequality.gov.au

Support is available

Advocacy: Call 1800 700 600 (National Aged Care Advocacy Program)

Interpreter: Let us know or call 131 450 (Telephone) / 1300 655 082 (On-site)

Hearing/speech support: Call 1800 555 677 (National Relay Service)

Aged Care Workers Safety

Aged Care Workers have the right to a safe working environment. This includes when they visit you in your home. Workers cannot place themselves at risk which means not all requests can happen immediately. Workers should also be able to complete their work activities with dignity and respect, free from discrimination and abuse.



Strengthened Aged Care Standards

To ensure your care and services are delivered safely and to a high quality, the aged care services team are required to meet the Strengthened Aged Care Standards.



Find out more

Visit <https://www.agedcarequality.gov.au/providers/quality-standards/strengthened-quality-standards> to find out more about these standards or ask one of our team members to send you a printed copy.

We keep your information private

- We will take all reasonable steps to protect your confidentiality.
- We will only collect and use your personal information for the purposes of delivering your care and services.
- Where a contracted provider is delivering your care and services we will need to share information with them. We will get your consent before sharing this information.



IPC Health

PO Box 171
Deer Park VIC 3023

ACN 136 685 151
ABN 68 846 923 225



 **1300 472 432** or **(03) 7068 0214 option 1**

 **ipchealth.com.au**

 **ipchealth@ipchealth.com.au**

Deer Park

106 Station Road
Deer Park 3023

Altona Meadows

330 Queen Street
Altona Meadows 3028

St Albans

1 Andrea Street
St Albans 3021

Hoppers Crossing

117–129 Warringa Crescent
Hoppers Crossing 3029

Sunshine

1 / 499 Ballarat Road
Sunshine 3020

Wyndham Vale

510 Ballan Road
Wyndham Vale 3024

FIND OUT MORE



My Aged Care

1800 200 422

Nurse on Call

1300 60 60 24

**Victorian Virtual
Emergency Department**
9485 9070