

## Comments or Complaints

We are always happy to receive feedback about our services. If you have a complain about our services or any dealings with the federation, please contact us. We will do all we can to appropriately investigate and address the complain through our processes. In the first instance, you can contact the Home Care Package Coordinator.

If we cannot resolve the issue through our Internal processes, you can lodge a complain with the Aged Care Complains Commissioner  
Tel: 1800 550 552

**For more information, please contact us during office hours Monday to Friday  
9.00am to 5.00pm  
Tel: (08) 8232 1464 or  
1300 792 060**

## Further Information

***My Aged Care  
Information and Referral***  
Ph: 1800 200 422 (free call)  
[www.myagedcare.gov.au](http://www.myagedcare.gov.au)

***Translating and Interpreting service***  
Tel: 131 450

***National Aged Care Advocacy Line***  
Tel: 1800 700 600 (free call)

***Aged Rights Advocacy Services S.A.***  
Tel: 1800 802 030 (free call)

***Aged Care Complaints Commissioner***  
Tel: 1800 550 552 (free call)

## Programs offered by the Federation of Polish Organisations in South Australia

- Polish Home Care Packages (HCP)
- Polish Social Support Services (PSSS)
- Polish Meals Program
- Polish Active Seniors (PAS)  
(S,A, State Government funded program)

## Funded by the Australian Government Department of Health

### Disclaimer

Although funding for these services has been provided by the Australian government the material contained herein does not necessarily represent the views or policies of the Australian government,



## POLISH HOME CARE PACKAGES (HCP) Program

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Website:

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## Home Care Packages Programme

A Home Care Packages (HCP) provides services that help you remain at home for as long as possible. The programme offers you choice and flexibility in the way that the care and support you receive is provided.

The HCP is a set of coordinated services to meet your needs for support and care. At the Federation, we will work in partnership with you and your carer (s) to deliver services in a way that meets your needs in a manner that is most appropriate for you.

The Home Care Package (HCP) programme is an Australian government programme that is part of the suite of aged care services for older people in Australia.

To be eligible for a Home Care Package of services you will need to be registered and referred through My Aged Care. You and or your carer can contact My Aged Care.

If you are not able to contact My Aged Care, you can contact us at the Federation of Polish Organisations and we will be able to give you information and support you to access the My Aged Care system to determine your eligibility for services.

## How to get a Home Care Packages?

Anyone requiring aged care services needs to contact My Aged Care. My Aged Care provides a central information, registration and initial screening for eligible people for aged care services. My Aged Care Tel: 1800 200 422 or [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

Through the My Aged Care contact centre you will be asked some questions and your eligibility for services will be determined. If eligible you may be referred to an Aged Care Assessment Team (ACAT), for an assessment to determine your eligibility for a Home Care Package. The outcome of the ACAT assessment will approve a home care package level of services for the client and prioritize your need based on your services.

After the ACAT assessment is completed, you will be sent a letter advising you of the outcome and, if eligible the level of home care package services allocated to you. This letter is for you to use when contacting a provider for services.

The Federation of Polish Organisations is a HCP service provider. We can provide and tailor a range of HCP services to meet your required needs. The HCP coordinator will work with you to develop and co design a care plan of services based on your needs and an individual budget.

The HCP coordinator will develop a Home Care agreement, signed by the service provider (the Federation) and you. This written agreement includes the agreed care plan, the budget and the management of the package agreements developed in partnership with you.

Our HCP services are provided in a culturally appropriate manner and by polish speaking staff. The HCP coordinator will work with you to deliver the range of services you require.

## HCP Levels of care

There are four levels of Home Care Packages

- Home Care Level 1– to support people with basic care needs.

- Home Care Level 2 – to support people with low level care needs.
- Home Care Level 3 – to support people with intermediate care needs.
- Home Care Level 4 – to support people with high care needs.

## Types of services

The services that can be provided in a Home Care Package include, but are not limited to:

- **Support services** – e.g. house cleaning, help with washing and ironing, shopping, attending doctor appointments or community activities.
- **Personal care** – e.g. help with showering, bathing, dressing, mobility
- **Nursing, and allied health services** – e.g. hearing and vision services
- **Additional services in home** - e.g. gardening, and podiatry service

## Service fee

The Australian government subsidizes a range of aged care services in Australia. The Home Care Package service is one of these services. Once you have been allocated a Home Care Package you will have been allocated a level of funding for your package of services. This allocation of funding is for you to purchase the services from a Home Care Package Provider. It is expected that you also contribute to the care services if you can afford it financially. The maximum basic fee is 17.5% of the single person rate of the basic Age pension. Depending on your income you may also be asked to pay an income tested care fee. (This would be in addition to the basic fee).