

# COMMONWEALTH HOME SUPPORT PROGRAM



## Commonwealth Home Support Program

Funded by the Australian Government, the Commonwealth Home Support Program (CHSP) provides a range of entry-level care services for older people who need assistance to keep living independently at home and in their community.

The aim of the program is to help older people live as independently as possible with a focus of working with the individual.



### Support Planning

Your Support Plan will outline specific tasks to be completed during each type of service and will accommodate your preferences for service provision times and your wishes in relation to how support will be provided. Your Support Plan will include information about your goals, your strengths and skills and outcomes will be reviewed in line with Aged Care Quality & Safety requirements or as indicated by your progress or wishes.

BallyCara HomeCare delivers services under a personalised, coordinated wellness approach. This means that you can expect us to work with your strengths and abilities rather than your limitations. We will identify what your individual goals are and through our Sona Ethos of Happiness we will embrace your individuality, enhance your outcomes and enable you to prosper in our caring relationship.

### Safety at Home

As our staff are assisting you at home, we need to make sure that your home is as safe as possible both for you and for the staff who will be working with you. Before we commence services, we will therefore need to look at all the areas of your home in which

staff will access. Should areas be identified which may pose safety risks, we will negotiate with you steps to be taken to remove or minimise those risks.

We ask that you inform staff of any new risks as soon as they arise. Examples of risks include faulty electrical cords, unstable furniture, and damage to floors which could lead to tripping. Whenever possible, we will help you to arrange for repairs or modifications so that you are able to live safely and without disruption to your support services. We also require that you refrain from smoking while BallyCara HomeCare staff are in your home.

### Individual Needs

Interpreters and translation of written materials can be arranged by BallyCara HomeCare if it is preferable for you to communicate in a language other than English. BallyCara HomeCare documents and other written information may also be provided in various formats, depending on individuals needs. For example, pictorial outlines of information.

Please advise BallyCara HomeCare if you would prefer phone communication with you via the National Relay Service or the Translation and Interpreting Service (TIS).



## Our Staff

BallyCara HomeCare staff are recruited for their commitment to providing a high level of service to individuals and for their special understanding of meeting the needs of our clients. BallyCara's reliable and responsive staff hold relevant qualifications and must be cleared by a National Criminal History Record check every 3 years. Our staff engage in continuous education on best practice procedures and individual work practices are monitored to ensure a high level of service.

## Managing your Services

BallyCara will help support you to live independently by focusing on your individual needs and preferences. Your tailored services provided by BallyCara will be developed in working partnership with you, your family, friends and carers.

If your needs change over time, you decide to move locations or if you go into hospital, BallyCara will assist in any way possible to manage your services that you have in place at the time.



All staff employed by BallyCara HomeCare adhere to our Code of Conduct which specifies the highest standards of conduct and ethical behaviour in their performance of duties with and for clients of the service. To ensure your services and continuity of care is consistent, BallyCara tries to make sure you consistently see familiar support staff.

Your support staff will be informed of your individual needs, preferences and goals and will always support you in a respectful and sensitive manner. BallyCara's restorative approach which includes a wellness and reablement focus aims to inspire healthy and happy living in your community and home.

## Fees

The Australian Government funds the Commonwealth Home Support Program and has a client contribution policy, with a view to ensuring that those who can afford to contribute to the cost of their care do so, while protecting those most vulnerable.

What you pay is discussed and agreed upon between you and the service provider. BallyCara HomeCare will discuss your contribution with you on commencement of services. Your contribution towards services will have no effect on your age pension that you may receive. Payment of fees is required on a monthly basis by an automated direct debit arrangement for services received the previous month.

Empowering you to make your own decisions and choices about the services you receive.

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## Disclaimer

"Although funding for the Commonwealth Home Support Program has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government."





For any further information or questions about BallyCara HomeCare please email us at **homecare@ballycara.com** or phone **1300 272 222**

### **Our BallyCara HomeCare Locations**

#### **Moreton Bay Region**

Ph: 1300 272 222

#### **Brisbane North Region**

Ph: 1300 272 222

#### **Logan Region**

Ph: 1300 272 222

#### **Gold Coast Region**

Ph: 1300 272 222

#### **Melbourne Region**

Ph: 1300 037 542

