



HCP Client Handbook

Action on Disability within Ethnic Communities (ADEC) Inc. | Registration number: A0005385S

✉ Postal Address: PO Box 40, South Morang VIC 3752

📍 Head Office: Level 1, U22/855 Plenty Road, South Morang, VIC. 3752

📍 Dandenong Office: Suite 1, 50 Thomas St, Dandenong, VIC. 3175

☎ (03) 9480 7000

🌐 www.adec.org.au

✉ info@adec.org.au

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Supporting older people to live independently at home

Welcome to ADEC,

Thank you for your interest in ADEC's services. We are so pleased you are considering ADEC as your Homecare package provider.

We are enclosing our information kit which will provide you with more information on our services, the way we do things, and how much care and pride we take in the quality of our work.

We hope you join the ADEC family. Please feel free to contact us at any time should you need any more information or if you have any further questions.

We look forward to helping you live independently at home and enjoying the support we can provide for you.

Best regards,
Aged Care Team
ADEC



About Us

ADEC is a state-wide Victorian organisation established in 1982 to advocate for and assist people with disability and older people in need of support from diverse cultural backgrounds, their families and carers.

ADEC exists to empower people, fight inequality, nurture community cohesion, and advocate for the full inclusion of the people we serve within the broader society.

ADEC provides advocacy services, capacity building programs for people with disabilities, community aged care services, Plan Management (NDIS), NDIS Appeals and Reviews, and direct personal and domestic care support services. ADEC also actively participates in systemic advocacy and collaborative initiatives in support of more effective and inclusive disability and aged care sectors. ADEC currently serves around 1500 clients with around 200 staff.

Vision

To be the leader in innovative advocacy, disability and aged care services to multicultural Victoria.

Mission

We advocate for and support one fair and inclusive community in which all people can achieve their optimum potential regardless of culture, ability, or age.

Values

Accountability **D**iversity **E**mpathy **C**onnection



ADEC'S History Highlights

October 17, ADEC project becomes an independent organisation

1983

1989

First Computer purchased. First ADEC newsletter produced. First Home and Community Care (HACC) project commences.

10th anniversary celebration. ADEC hosts the first national conference of its kind in Melbourne, 'The Impact of Disability in Ethnic Communities: Meeting the Challenge'

1993

2007

State-wide conference on ethnicity, ageing and mental health is held. Carer and Mental Health self-help groups expand to sixteen.

ADEC create a partnership with the Immigration Museum and presents the "Fighting for Equity" Exhibition.

2011

2020

ADEC reaches 100 clients in our Aged Care Program.

Our Team

Our Aged Care Services team is comprised of dedicated professionals with extensive experience and expertise in the field. Our Case Managers possess a wealth of knowledge and are deeply committed to providing compassionate and personalized care to our clients. With a keen understanding of the unique needs of the elderly, they approach each case with professionalism and sensitivity.

What sets our team apart is our cultural diversity and language proficiency. We have members from various cultural backgrounds and are fluent in multiple languages. This diversity enables us to connect with and support clients from diverse ethnic backgrounds, ensuring that they receive the tailored care and assistance they deserve. Our inclusive approach fosters trust and understanding, allowing us to truly make a difference in the lives of those we serve.



Client Testimonials



I wanted to take a moment to express my heartfelt appreciation for the incredible work you have done as a Case Manager of my mum. Your dedication, support, and guidance have made a tremendous impact on my mum's life, and we are truly grateful.



I am so happy with Lakhveer as my Aged Care Case Manager. She is so lovely, so concerned about my husband and me. I am so lucky to have her helping me with all the things I need, and attends to my requests promptly. I have recommended ADEC to many of my friends and will continue to do so because they are helpful and good with what they do



Samantha is a breath of fresh air to us both. I knew from day one that she would be different from those we had in the past. Not only is she professional but also caring and very supportive. My wife and I wanted you to know how happy we are to be looked after by Sam



We are all very happy with ADEC's professional approach to offering the best service and her dedication to following up as promised.



Happy with the friendly & professional services provided by Aged Care team at ADEC. Any issues that do arise are resolved promptly. Appreciate all the good work you put into making sure your clients are looked after properly.



I and my wife strongly appreciate the work of our case manager – Roshani. For her sincerity in her work and the good service she does in addition to her wisdom all we can say that Roshani is a good person. She is different and a good face of ADEC. May god bless you all and thank you.



ADEC'S Home Care Package Services

Every person has different needs and goals. We will work together with you to ensure your ongoing needs are met.

We provide care, services, and staff that are flexible and can adapt to your changing individual needs and circumstances.

We will monitor your needs and meet with you regularly to assess, update, and coordinate the services we are delivering to ensure that your needs are being met as your needs change.

Services organised for our clients with Home Care Packages include:

Personal Care

- Help with dressing, showering, and toileting
- Meal preparation
- Advice and assistance to make the home safer and easier to live in
- Medication management
- Wellness checks and support through injury or recovery
- Continence management
- Help to maintain movement and mobility
- Nursing and Support Worker Services
- Assistance in procuring aides and equipment as recommended by health care professionals

Community Access

- Transport (independent or assisted)
- Help with outings (shopping, attending activities and appointments)

ADEC supports our clients to access their community for recreational, social, and health purposes.

Domestic Support

- Help to move around the house safely
- Meals
- Cleaning
- Laundry
- Gardening
- Minor Home Maintenance
- In home Respite care and companionship (day visits or overnight stays)

Practical Help

Our skilled Support Workers, Case Managers, and Advocates can offer you practical help with:

- Translation and completion of documents in English
(Letters to the Housing Commission, My Aged Care, ...)

- Help you organise basic necessities such as (food, medication,...)

- Help with applying for additional subsidies/money
(dementia subsidy, incontinence subsidy, ...)

If you need other practical help not listed here, we are always ready to talk to you and find out all the possible options to make your life easier and more enjoyable.

There are times in life when we need some support. If you feel constantly tired, you worry about the future, have lost a loved one, or feel lonely, we kindly ask you to seek help.

Remember you can always call us and even if we cannot help you personally, we can refer you to the right specialists.



Other ADEC's Services

Apart from the MAC services on offer, ADEC provides other services that may be of use to you. Some of these are listed below. For more information on these services, please visit our website or call 9480 7000.

Advocacy

If you would like to have another person to act and speak on your behalf to make decisions about your care and service needs, you can have a friend or family member to do this for you.

You may also be entitled to have an independent advocate act on your behalf. You can talk to ADEC's Advocacy team who can help you in your current situation and listen to what you want and need, support you at meetings, and tell you about services that can help you including: housing, transport and disability support.



NDIS Plan Management



ADEC also provide expert NDIS plan management in Victoria. Our team of dedicated NDIS plan managers can relieve the admin burden and provide the guidance to our clients' need to get the most out of their NDIS budget.

We will help answer our clients' questions, manage and simplify the administrative tasks associated with their NDIS plan, and ensure they are getting the best personalised care possible.

The cost of ADEC's NDIS plan management services is typically included in their NDIS plan. That means our clients don't pay anything out of their own pocket for their NDIS plan manager with ADEC.

Care Coordination

ADEC offer dedicated Care Coordination services designed to meet clients' needs. We deliver the best assistance to clients both in their homes and out in the community. With a skilled team that speaks up to 33 languages, we ensure our clients have the right person for them!

We offer personal care, domestic cleaning, meal preparation, respite care, appointment assistance, shopping assistance, outings, community participation and engagement.

Our trusted team is always available to help our clients resolve any issues, providing peace of mind and continuity of care.

With immediate capacity and availability, our experienced Care Coordinator team is ready to assist our clients every step of the way.



Standards for providing quality care

What will we do for you?

As your Aged Care Provider we will

- Explain clearly what services you are eligible to receive, what we will do for you, and what you have to do
- Treat you fairly and with respect
- Deliver best practice service to you, your family and carer(s), within a framework that values inclusion and independence.
- Take account of any impact your disability, injury, or health condition in delivering our service to you, as well as any other recognised limits such as parenting or caring responsibilities.

Your support plan

- We will work with you to agree on your individual support or care plan. The plan will show what we will do to help you to resolve the issues that brought you to ADEC.

Your safety and wellbeing

- We are responsible for your safety and wellbeing while we are delivering our services to you.
- We take this responsibility seriously and we will report any incidents that affect your safety and wellbeing.

What help you can expect from ADEC?

The help we give you may include:

- Providing you with assistance or other services that will help you overcome any disability or cultural barriers that are preventing you from participating fully as a member of the Victorian community.
- Helping to build your own capacity to participate fully as a member of the Victorian community.
- Information about other support services that are available to you.
- Assisting you to access other support services you may need.
- Access to an interpreter if you need one.

Our services meet government standards

- We are required to undertake Quality reporting to the My Aged Care department and to send a detailed report and submit to rigorous checking of processes, systems, services, and care delivery so you can rest assured that our services are of the highest quality.
- All employees have to have a current police check, working with children check, reference checks, go through our orientation program, and receive training to meet the requirements.

Rights and Responsibilities

ADEC responsibilities

ADEC is fully committed to upholding clients' legal and human rights, and to ensuring that all clients understand their rights and responsibilities and can be confident in exercising them.

Your rights

You have the right to:

- Be respected for your individual human worth and dignity
- Be free from abuse and neglect.
Your support worker can give you an easy-read book 'Say No to Abuse' if you would like to read it.
- Be treated with courtesy
- Access to services without discrimination
- Be informed and consulted about available services and other relevant matters
- Be part of any decisions made about your care and choose from available alternatives
- Make a complaint without fear of retribution
- Involve a family member, friend, or other person of your choice to support you while you are receiving our services
- Receive good quality services
- Privacy and confidentiality
- Refuse any service that is offered
- Withdraw from ADEC at any time
- Communicate in your own language through an interpreter or language facilitator.

Your Responsibility

You have the responsibility to:

- Respect the human worth and dignity of ADEC staff and other clients
- Take responsibility for any decisions you make and the results that come from them
- Enable ADEC to provide services to you
- Let us know if something in your life changes that will affect your support plan
- Your privacy
- We collect information about you only for the purpose of providing our services to you. We keep this information in your file and protect it under the conditions laid down in the Privacy Act 1988 (Commonwealth). You may ask to see your file at any time, and we will not share the information in it with anyone else unless you give us your consent. If you have any concerns about how we manage your information you are welcome to discuss it with us.

DISCHARGE

Reasons for discharge from the service could be:

- There may be work, health, and safety concerns for our staff
- You move to another state or country
- You move to residential care
- You request to withdraw from the service (14 days notice period)

Details of our team and their contact details will be given to you when the service commences so if you have any concerns or questions about the service or the care provided you can contact them to discuss this.



ADEC'S fee table to compare with other Service Providers

ADEC has a proven record of providing a premium service at the best price. The table below is for you to compare ADEC's cost and list of services with 2 other providers, so you can make an informed decision that is best for you.

ADEC would like to make this easier for you and we are confident that we can provide you with the best value for money. Please feel free to call us - we would love to be able to support you live independently at your home, by providing you with the quality service you deserve.

	ADEC			
Fees:				
Administration and Management fees - fortnightly	<i>Level 1</i>	\$117.78	Level 1	\$
	<i>Level 2</i>	\$221.43	Level 2	\$
	<i>Level 3</i>	\$513.01	Level 3	\$
	<i>Level 4</i>	\$801.16	Level 4	\$
Basic daily fee	\$0 – <i>no extra fee</i>			
Contacting your Case Manager	\$0 – <i>no extra fee</i>			
Use your own services (gardener, cleaner,...)	\$0 – <i>no extra fee</i>			
Services:				
Transportation	<i>Taxi card or support worker</i>			
Cleaning	<i>Support worker or professional cleaning service</i>			
Personal Care	<i>Support worker with different language and training ??? from ADEC or agencies</i>			
External services (gardener, handyman, allied health,...)	<i>Local, cost-effectiveness provider</i>			
Additional information:				
Social groups	<i>38 ADEC social groups for carers and clients: Afghan, Arabic, Chinese, English, Japanese, Turkish, Vietnamese</i>			
Clients per Case Manager - this can give you an idea of how much time the Case Manager will have for you	<i>About 35 clients per Case Manager</i>			
Multiculturalism	<i>Staff and clients from 45 different countries</i>			
Frequency of Case Manager contacting clients(?)	<i>Weekly – sometimes just for a chat to make sure you don't feel lonely</i>			

FAQs

What are Home Care Packages, and how do they assist elderly individuals in Melbourne?

A Home Care Package (HCP) provides services that will help elders to remain at home for as long as possible, and giving you choice and flexibility in the way that the care and support is provided.

The HCP is allocated to you personally which gives you more control over the services you receive and who delivers those services. Home Care Packages play a crucial role in enhancing the quality of life for the elderly. These packages provide tailored support, from practical daily assistance, to specialised care, allowing individuals to age gracefully in the comfort of their homes.

What are Package Supplements?

Package supplements are available with any of the four levels of HCP to help with the cost of meeting specific care needs. For example, Dementia Supplement is for people with dementia. Some packages can be specifically for people who are financially or socially disadvantaged, people with housing needs or at risk of homelessness, or for people who live in rural, remote or isolated areas.

Are you eligible?

To receive a HCP you will need to be assessed by an Aged Care Assessment Service (ACAS). The ACAS helps you, and your carer, determine what kind of care will best meet your needs when you are no longer able to manage on your own.

A member of the service, which may include a doctor, nurse, social worker, and/ or other health professional, will meet you to assess your care needs and how well you are managing at home. They will identify the right services for your needs and the level of care you require.

The ACAS will give you a letter stating the types of subsidised services you have been approved for and might also put you in contact with organisations in your area that can deliver these activities. For more details about ACAS, call 1800 200 422 to organise an assessment.

FAQs

Who are approved providers?

An organisation that has been approved by the Government to provide aged care services is an approved provider. The Government allocates funding to these approved providers, who then utilize it to cover expenses such as caregiver payments and other bills. While an approved service provider can oversee your care, communicate with you about your preferences and requirements, and develop a personalized care plan, they may not necessarily be the direct caregivers.

ADEC is one of the approved service providers. With a strong focus on client-centric care and cultural sensitivity, we ensure that the diverse needs and preferences of our clients are met with understanding and respect.

What Aged Care Services can I get?

1. Personal Aged Care Services:
 - a. Bathing, Hygiene, and Grooming: Maintain personal hygiene and grooming standards with our assistance, tailored to your needs.
2. Health and Therapeutic Support:
 - a. Nursing: Receive at-home care for the treatment and monitoring of medical conditions.
 - b. Therapies (Podiatry, Physiotherapy, etc.): Maintain movement and mobility with specialised therapeutic support.
3. Nutritional Support:
 - a. Meals and Food Preparation: Ensure a balanced diet with our assistance, promoting overall well-being.
4. Home Maintenance and Chores:
 - a. Cleaning, Laundry, and Household Chores: Keep your home clean and livable with our reliable support.
 - b. Home or Garden Maintenance: Ensure a safe and comfortable living environment.
5. Adaptations for Independence:
 - a. Changes to Your Home: Make adjustments to increase or maintain your ability to move around safely and independently.
6. Assistive Devices and Transport:
 - a. Aids to Stay Independent: Receive support with mobility, communication, reading, and personal care limitations.
 - b. Transport: Access transportation services for appointments and community activities.
7. Social Connection:
 - a. Social Outings, Groups, and Visitors: Stay socially engaged with our services, fostering a sense of community and interaction.

These Aged Care services are designed to cater to your unique needs, providing comprehensive support to enhance your well-being and maintain an independent lifestyle at home.

FAQs

What is Home Care Agreement?

The Home Care Agreement is made between you and your provider and covers information such as the care and services you will receive and how much they will cost. Your provider will work with you to develop a care or service plan that is based on your needs.

What is Exit Fees?

HCPs are portable which means that if you are moving to a different area or if you are not happy with a provider's services, you can simply take your package and any remaining funds with you to a new provider.

If you decide to change providers, the provider is not permitted to charge you an exit fee to cover any administrative cost.

If there is an amount 'left over' in your HCP budget this will move with you to a new provider.

If you no longer require your HCP, these unspent funds will be returned to the Government.

Feedback Form - We value your feedback!

About this Form

ADEC is committed to providing high-quality care and services and meeting your needs. We value your feedback – including complaints.

You can fill out this form in paper format or click the following link to provide your feedback online.

[Click the link to provide your feedback online!](#)



Your input is invaluable in helping us improve our services and meet your needs more effectively.

Please let us know what we do well and where we can improve our services.

What type of feedback is this? Complaint ☐ Compliment ☐ Suggestion ☐

About You

Do you want to remain anonymous? YES ☐ NO ☐

Full Name	
Phone	
Email	

How would you like to be contacted?

In person ☐ Phone ☐ Email ☐ SMS ☐

Do you require an interpreter? YES ☐ NO ☐

If YES, which language?

Are you providing feedback on another person's behalf? YES ☐ NO ☐

About the Person

Please provide the following details about the person for whom you are providing the feedback:

Full Name	
Address	
Phone	
Email	

What is your relationship to the person:

Are you the person's legal representative?

YES ☐

NO ☐

Do they know you are giving us this feedback?

YES ☐

NO ☐

Are we able to talk with them about this feedback?

YES ☐

NO ☐

If no, please tell us the reason why:

Please note that we will need the consent of the person or their legal representative to provide you with any information in relation to this feedback.

About the Feedback

Please tell us what your feedback is about. It helps us to respond if you can give us details.

Have you discussed this feedback with our team or any another agency?

YES ☐

NO ☐

Who:

Was this helpful?

YES ☐

NO ☐

What outcomes would you like from your feedback?

Thank you for taking the time to provide us with your valuable feedback. We are committed to taking your feedback seriously and using it to drive positive change within our organization. Your input helps us identify areas of improvement, refine our processes, and ultimately deliver an even better experience for all our customers. We look forward to serving you better in the future.

About Your Privacy

ADEC is committed to protecting your privacy. We collect and handle personal information that you provide on this feedback form for the purpose of investigating and responding.

ADEC will only use your information in accordance with relevant privacy and other laws. In order for us to provide services to you effectively and efficiently, we may need to share your personal information with other agencies that deal with the matters identified in your feedback.

If you choose to remain anonymous, ADEC may be unable to provide the outcomes you are seeking.

If you wish to discuss your privacy, please contact ADEC.

Other Places You Can Get Help

If your feedback/complaint is about an older person or they receive aged care services:

Aged Care Quality & Safety Commission: 1800 951 822

The Older Persons Advocacy Network (OPAN): 1800 700 600

If you are concerned about abuse of any kind, please call:

The police on 000, or

The ELDER Abuse Phone Line on 1800 353 374

Senior Rights Victoria on 1300 368 821



Get in touch

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